C6010 | Powered by memjet

Mac OS X User Guide

Mac v1.0

5 December 2012

Read this before you go any further

The following symbols are used in this document to highlight warnings, potential hazards, or best practice procedures, and have the following meanings:

Danger – potential risk of personal injury, including electrical shock, burns etc.

Warning – potential risk of damage to printer and/or surroundings.

Important – what you need to know to get the best from your printer.

Safety

Risk to personal safety

Do not disassemble any part of your printer. Electrical shock hazard.
There are no user-repairable parts inside your printer. Disassembly of any part of your printer will void all warranties.

Keep your printer well away from all heat sources and flammable substances. Fire hazard.

Switch your printer off immediately and unplug the power cord from the wall socket if:

- you see smoke rising from your printer.
- you notice an acrid smell coming from your printer.
- you see any sparks being emitted from your printer.

Contact your supplier as soon as possible.

Risk of damage to printer or surroundings

Install your printer on a flat, level surface
Your printer must remain level at all times. Tilting the printer may cause undue leakage of ink and may damage your printer.

Use the Power On/Off button on your printer to power it down
Removal of power to your printer in any other manner may damage your printer.

Switching off your printer
Do not switch off your printer if any of your ink tanks have been removed. Always ensure all the ink tanks are installed before doing so. Failure to do so may compromise ink delivery in your printer.

Ensure adequate ventilation to your printer
Blocking ventilation openings around the printer may cause your printer to overheat and become damaged.

Keep liquids and heavy objects away from your printer
The outer shell is plastic. Heavy objects may warp it, damaging your printer. Liquids may discolor or damage the skin and, if they penetrate it, may damage your printer beyond repair.

Use only the supplied power cord
Use of any other power cords may damage your printer and void your warranty.

Use only authorized consumables
Use of any printhead other than those authorized C6010 Memjet technology printheads will damage your printer and void your warranty.
Use of unauthorized inks or ink tanks may damage your printer and will void your warranty.

Use only appropriate paper
Inappropriate paper may cause damage to your printer. In particular, you should not use:

- transparencies
- kinked, curled or cockled paper
- paper which is too thick
- paper with any staples or pins in it.

Clear paper jams promptly
To avoid further problems, attend to all paper jams and any other cause of printer failure promptly.

Avoid large temperature variations
Install your printer in a protected location away from direct sunlight, open windows or any other places subject to temperature extremes. If you are moving the printer, allow sufficient time after installation for the temperature and humidity of the internals of your printer to arrive at equilibrium with the surroundings.

Avoid shaking or bumping the printer
Your printer is a complex piece of equipment. Heavy shaking or bumping may damage it.

Getting the best out of your printer

Turning off power to your printer
Your printer is best left powered on when you are not using it. However, if the printer will not be used over an extended period of time (e.g. a couple of weeks), it should be turned off using the Power On/Off button. All ink tanks and printhead must be installed before you turn off your printer.

Do not remove consumables unless replacing them
Printheads and ink tanks should remain in the printer once installed. Their removal and re-insertion is not recommended unless replacement is necessary.

Your printer works best on a firm, vibration-free surface
Undue vibration may cause print problems on your documents.

Use paper appropriate to the task
Use plain paper for all documents where possible. Use presentation paper for higher print quality demands.

Store paper appropriately
Paper quality is vital to ensure printout quality. When not in use, store your paper flat, in a clean, dry and shady place. If the paper came in resealable packaging, it is recommended that you store it in that package.

Keep the paper tray clean for optimum printer performance
Paper always sheds particles, and these accumulate in the print tray over time. These particles may get carried under the printhead and cause print quality problems. Regular cleaning of the paper tray and removal of obvious loose particles from paper before loading the paper tray will minimise these problems.

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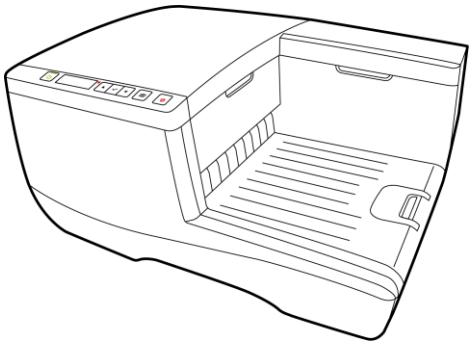
Getting to know your C6010 printer

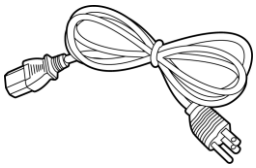
What is in the box

When you open the box containing your new C6010 printer, you will find the following:

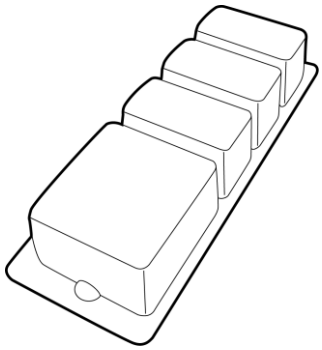
The C6010 printer



A power cord

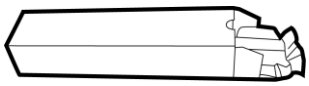


Ink tanks in their blister pack

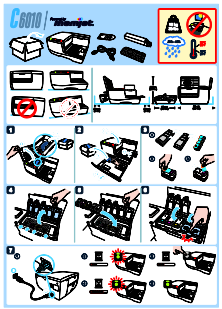


A software and documentation CD

A C6010 printhead cartridge



A Quick Start Guide

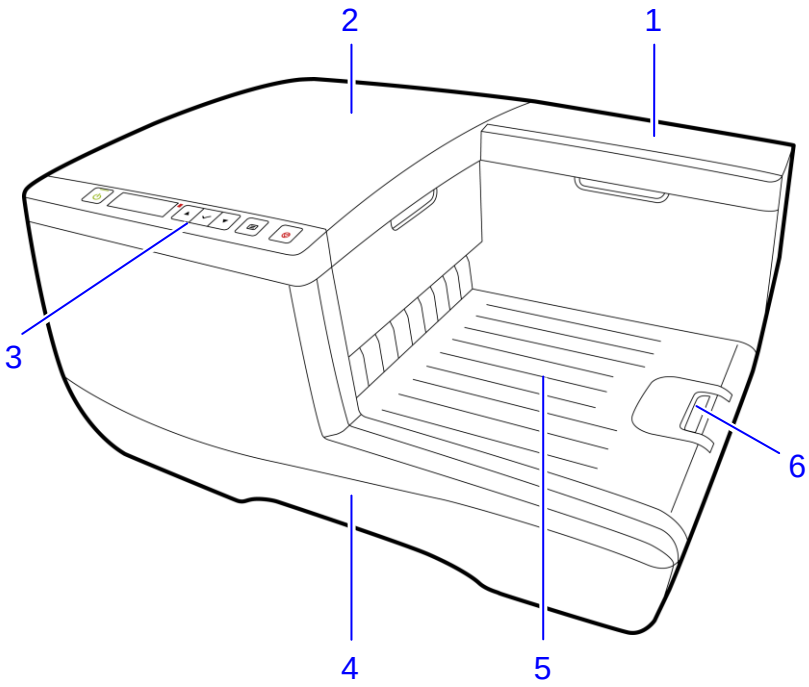


Main components

Use this section as a reference when reading this document. It identifies and locates the components that will be mentioned throughout the rest of this document.

Printer

Front view



1 Ink tank access cover

2 Printhead cover

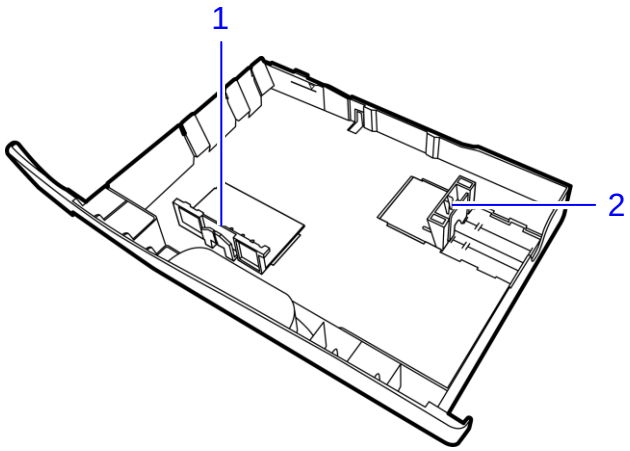
3 Control panel

4 Tray 1 (Main paper tray)

5 Output tray

6 Paper stop

Tray 1

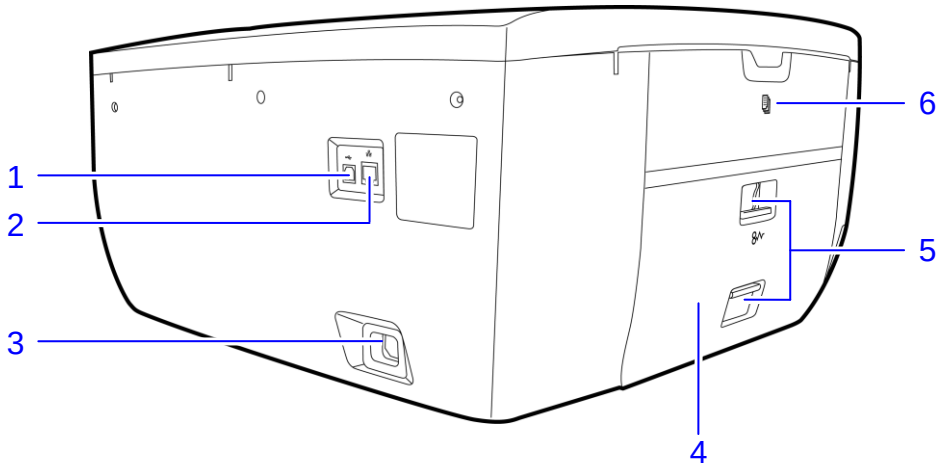


1 Paper width guide

2 Paper length guide

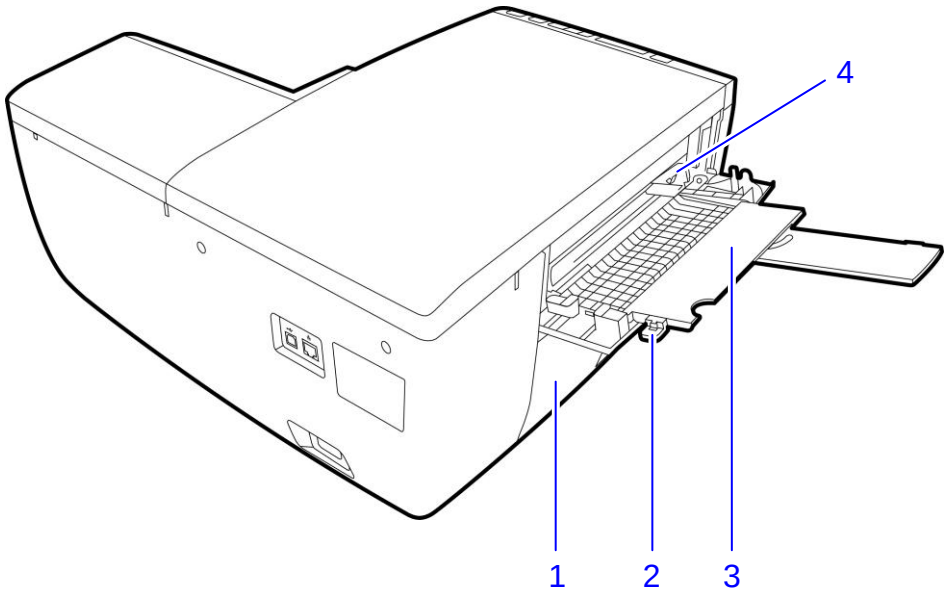
Rear view/Side view

Tray 2 (Multi-purpose tray) closed



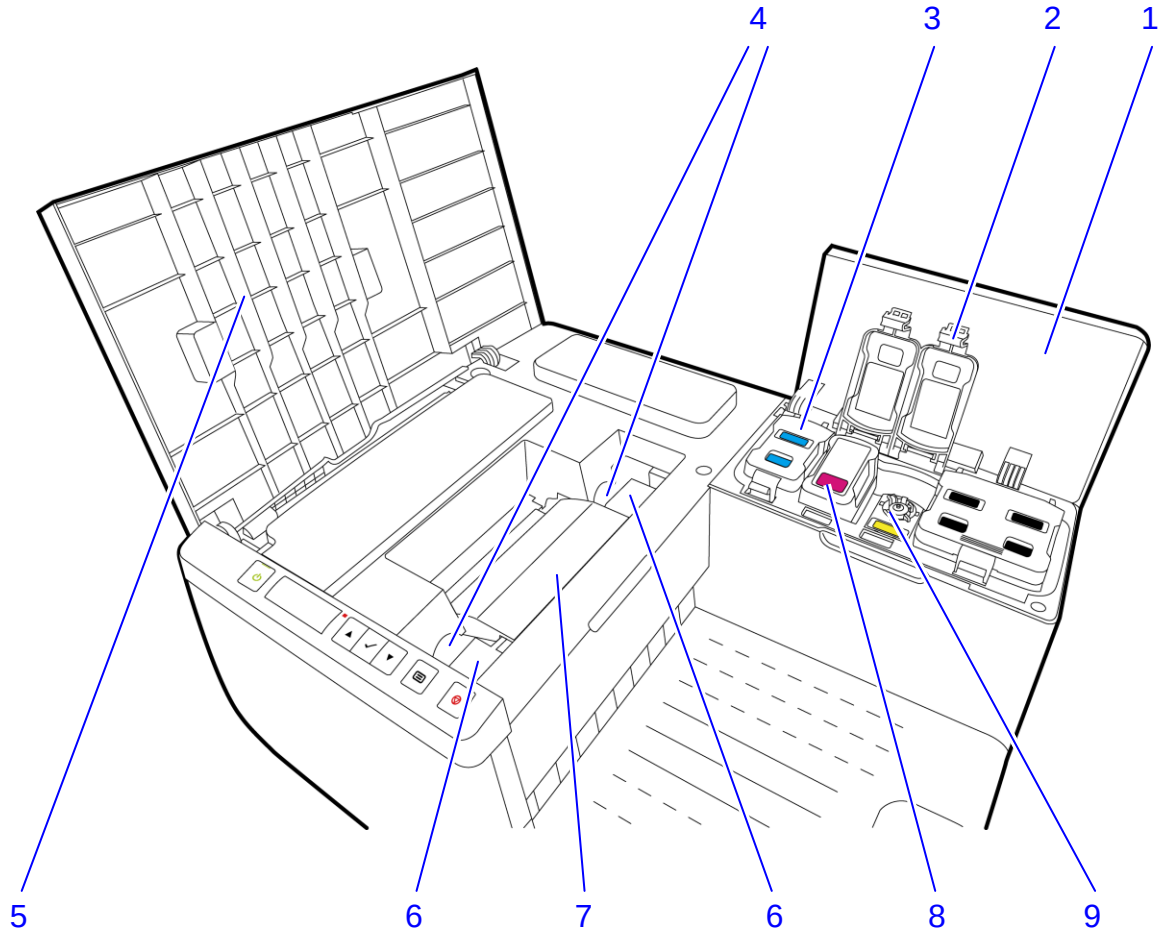
1	USB port	4	Side access door
2	Ethernet port	5	Side access door latch
3	Power socket	6	Tray 2 (Multi-purpose tray)

Tray 2 (Multi-purpose tray) open



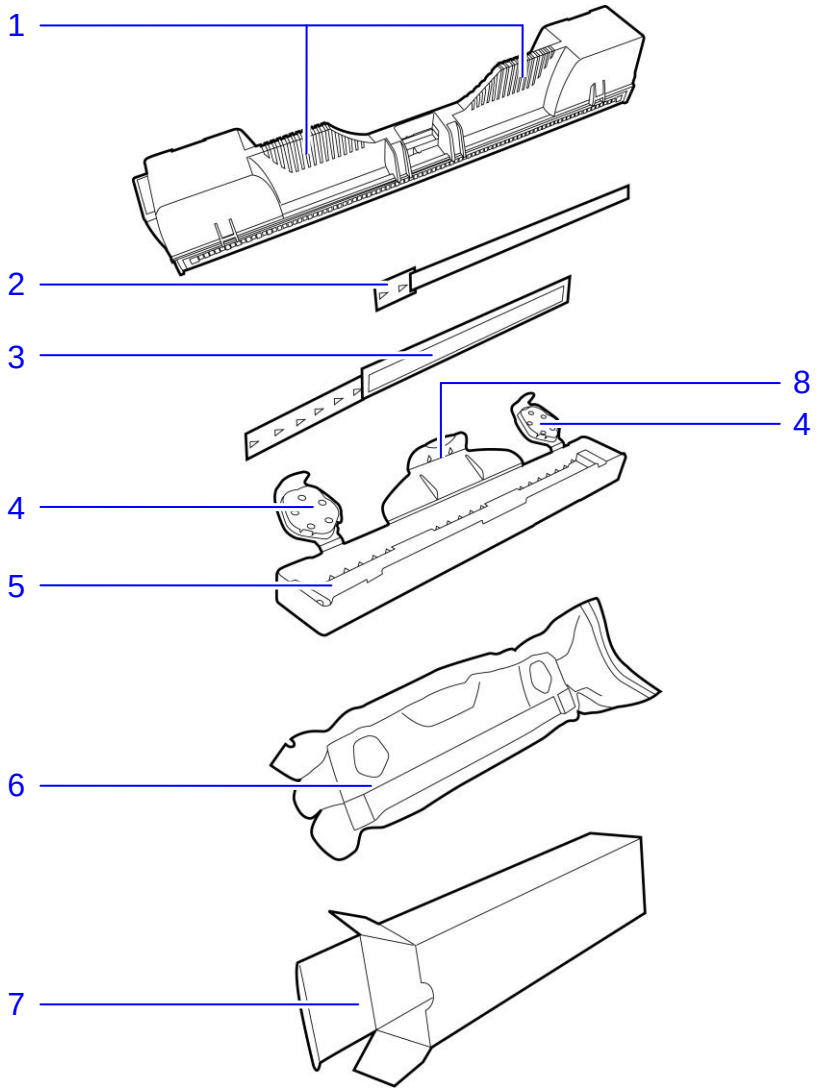
1	Side access door	3	Tray 2 (Multi-purpose tray)
2	Paper feed open tab	4	Paper guide

Internal view



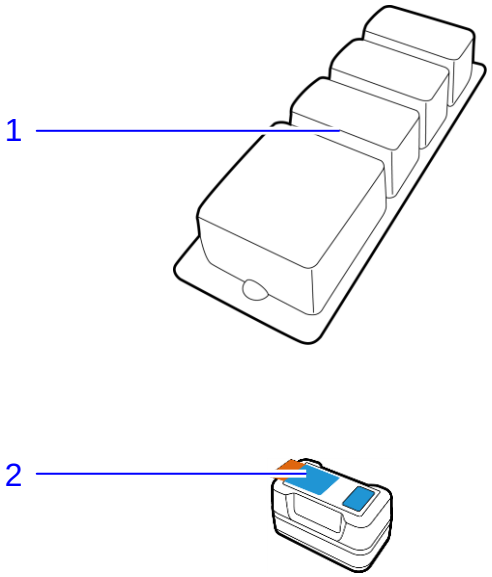
1	Ink tank access cover	6	Printhead
2	Ink tank cover (open)	7	Printhead latch
3	Ink tank cover (closed)	8	Ink tank (in slot)
4	Fluidic couplings	9	Ink tank coupling
5	Printhead cover		

• Printhead cartridge



1	Printhead handles	5	Protective cover
2	Electrical contacts tape	6	Foil vacuum bag
3	Nozzles protective tape	7	Cardboard packing box
4	Protective cover flaps	8	Cover retaining clip

• Ink tanks



1 Ink tank blister pack

2 Pull tab

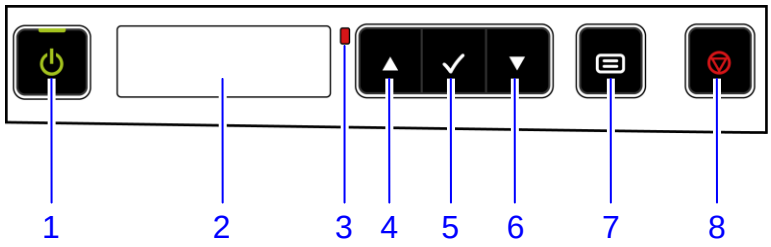
Features

The features of the printer that you will use most frequently are highlighted in this section.

Control Panel

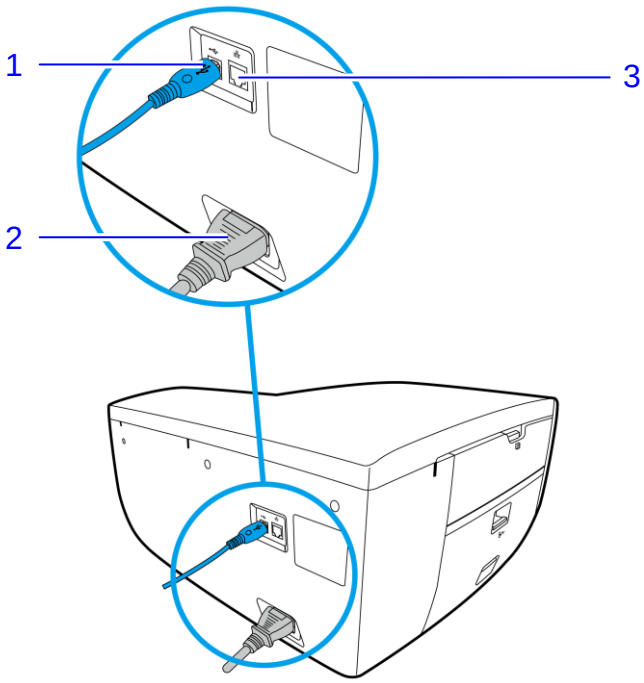
The Control Panel has six control buttons along with one LCD screen and one attention lamp to communicate printer status information.

The Power On/Off button is also backlit, as shown below.



1	Power On/Off button (with power lamp)	5	OK/Resume button
2	LCD screen	6	Down button
3	Attention lamp	7	Menu button
4	Up button	8	Stop/Cancel button

Connector bays



1	USB port and USB cable
2	Power socket and power cord
3	Ethernet port

Setting up your C6010 printer

Printer installation consists of:

- Removing your printer from its packaging.
- Installing your printer on a desktop (see page 18).
- Powering up your printer (see page 20).
- Installing the ink tanks (see page 18).
- Installing the printhead (see page 24).
- Loading paper in the front paper tray (see page 21).
- Installing the printer driver (see page 28).

The included Quick Start Guide provides a quick reference to the process described here. Refer to that document for a pictorial overview.

Unpacking your new printer

Take care when unpacking your new printer and try not to damage the packaging materials.

⚠ The packaging materials should be retained in case you ever need to transport your printer to a remote location. See Remote relocation on page 96.

To unpack your new printer:

1. Ensure the printer box is upright and on a level surface.
2. Open the box and identify the Shipping Checklist (see page 9).
3. Carefully extract all the contents of the box and check the contents against those shown in the Shipping Checklist. See Unpacking your printer in the Appendices on page 97.

⚠ If there is any variation between what has been delivered and what is described in the Shipping Checklist, contact your supplier before proceeding.

4. Check for any physical damage to the packaging or any of its contents prior to installation.

⚠ DO NOT use any damaged components – bring them to the attention of your supplier.

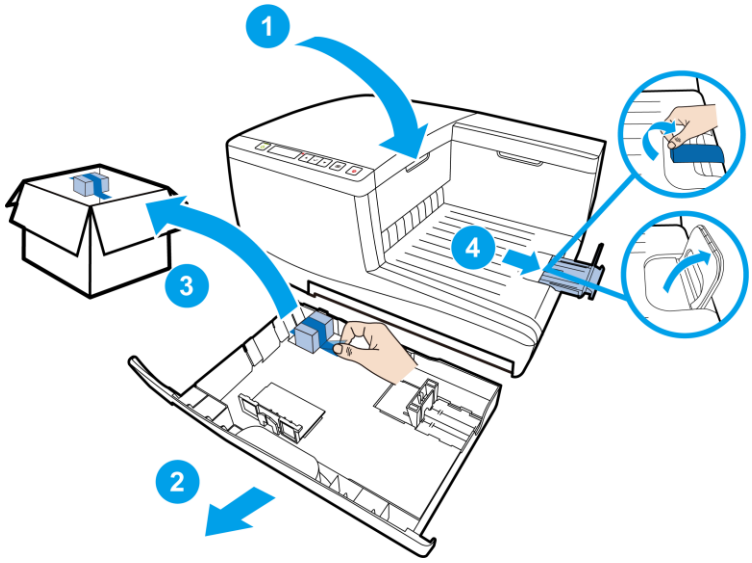
5. Remove any obvious packing materials in or around the printer and any external transport stays or tapes on the components.

Removing the paper picker foam packaging material

Before loading any paper into the paper tray for the first time, remove the packaging material used to lock the paper picker during transport. (Also remove the tape from the paper stop.)

⚠ DO NOT dispose of this packing material. Should you need to repackage the printer for transportation to a remote site, you will need to re-use this to avoid damage to the paper picker.

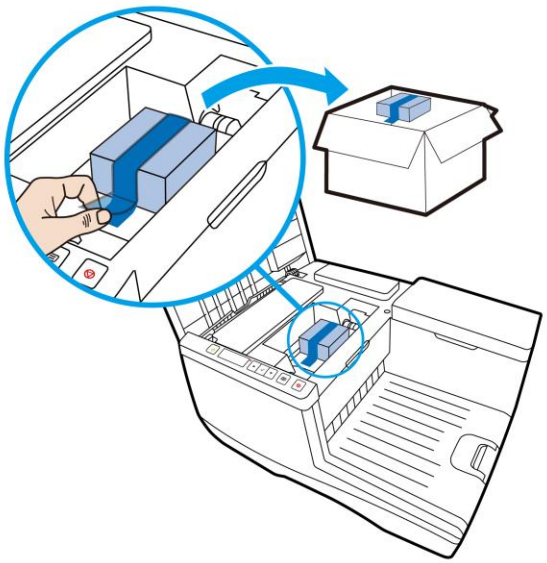
Figure 1 Tray 1 and packaging material



Removing the printhead latch foam packaging material

Before you can open the printhead latch, you will need to remove the printhead latch packaging material, used to ensure the printhead latch remains closed during transport.

⚠ DO NOT dispose of this packing material. Should you need to repackage the printer for transportation to a remote site, you will need to re-use this to ensure the printhead latch remains closed during transport.

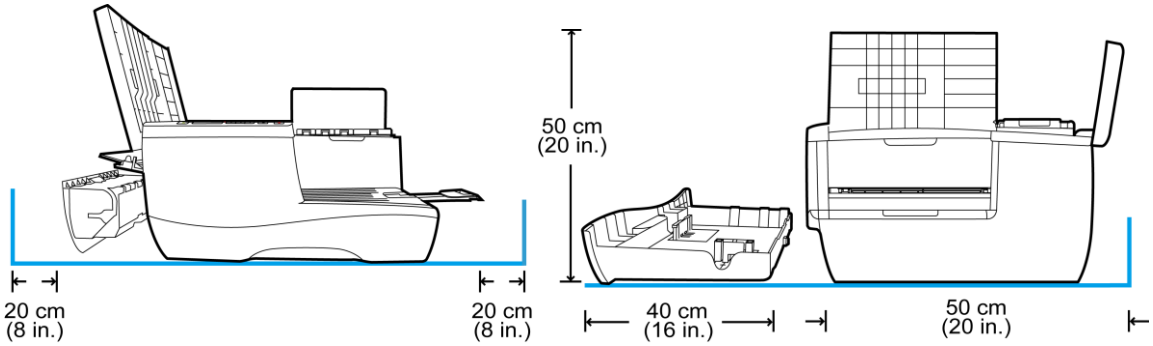


• Locating your printer

⚠ Your printer must be located on a firm, flat level surface. Failure to do so may cause leaking of ink in the printer and onto surroundings, possibly resulting in a damaged and unusable printer.

Space requirements

To ensure proper access to the printer and adequate ventilation during use, refer to the figure below for the various clearances required on each side of the printer.



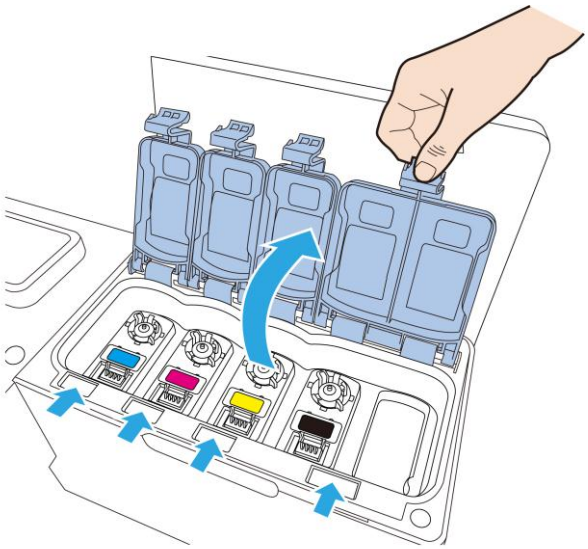
• Installing the ink tanks

Original ink tanks are supplied in a blister pack as shown in the Ink tanks section on page 14.

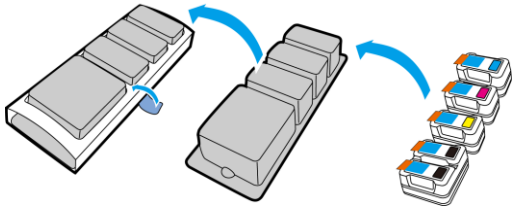
⚠ When installing a new C6010 printer, use ONLY the ink tanks provided in the packaging. Specifically, DO NOT install a USED ink tank.

To install the ink tanks in your printer:

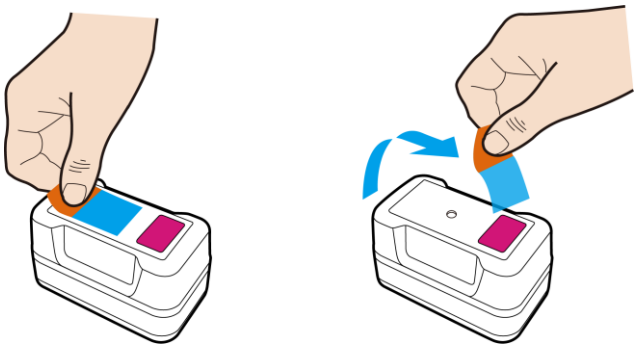
1. Lift the ink tank access cover and the four ink tank covers to reveal the ink tank slots.



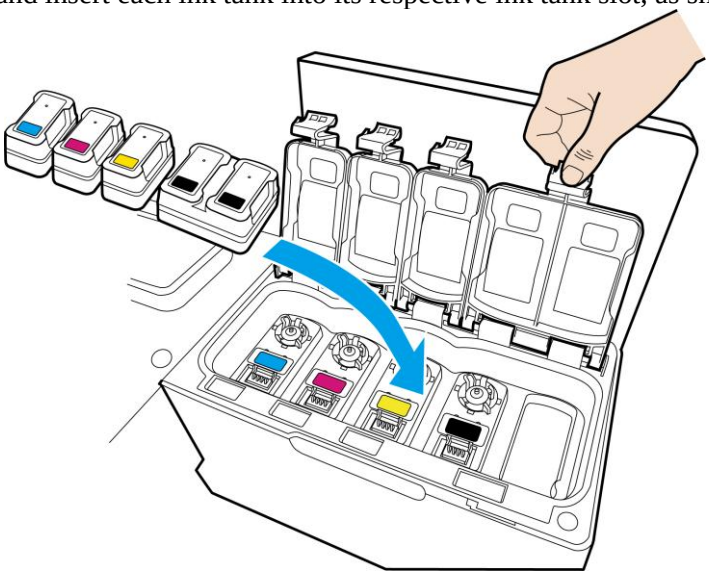
2. Carefully remove the ink tanks from the blister pack, ensuring you do not drop or otherwise damage them.



3. Remove the pull tab attached to each ink tank (see the Ink tanks section on page 14) before inserting it into its slot on the printer.



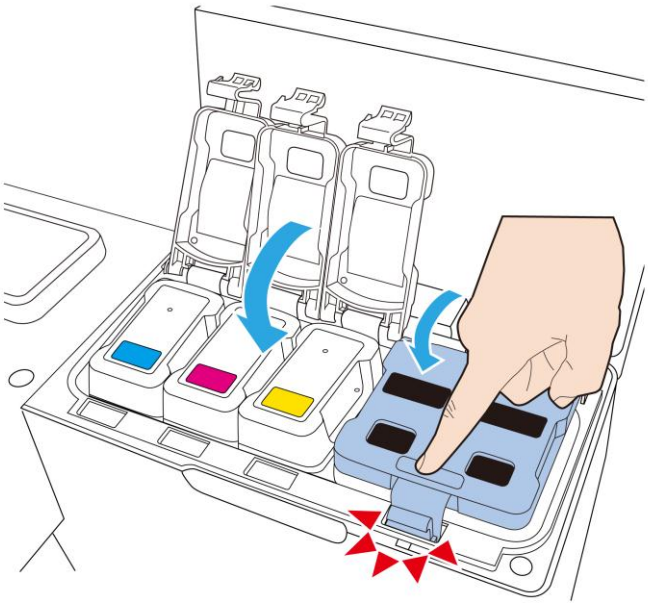
4. There is a specific ink tank slot for each color. Check the color coding on the ink tank and the slot, and insert each ink tank into its respective ink tank slot, as shown.



Note the double black ink tank fits into the rightmost slot.

⚠ DO NOT apply excessive force when inserting each ink tank in its slot.
There is a mechanical key on each ink tank that prevents it being inserted into the wrong slot in the printer. Each slot is color-coded. If you have any difficulty inserting any ink tank, check its color and try another slot.

5. Close the ink tank covers, ensuring they snap down firmly.



6. Close the printer cover and allow at least two minutes for the ink to fill the ink channels in the printer.

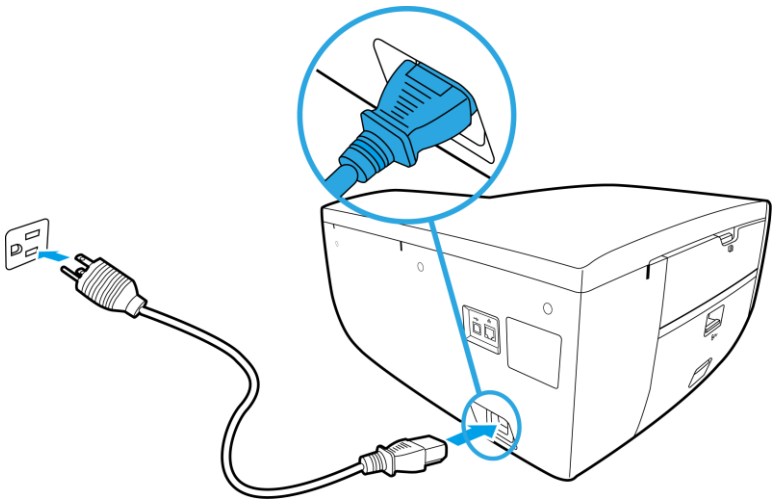
⚠ The power lamp on the control panel will continue to blink throughout this process. This is normal.

You can now proceed with the installation of the printhead cartridge.

• Powering up your printer

To power up your printer:

1. Connect one end of the supplied power cord to the power socket on your printer.



2. Connect the other end of the power cord to the power source.
   Your C6010 printer power supply is auto-sensing, there is nothing to adjust. For specifications, see page 94.
3. Press the Power On/Off button until your printer is powered up. When first installing your new printer, the power lamp will be blinking.

• Loading paper

Your C6010 printer has a main paper tray called Tray 1, which may be removed from the main body of the printer as shown in Figure 1 on page 17.

Tray 1 is designed to hold only the following paper sizes:

- ISO A4 (210mm × 297mm)
- US Letter (8½" × 11")
- US Legal (8½" × 14").

Do not feed any other paper sizes from Tray 1.

Intermediate size paper, such as Executive (7¼" × 10½") and Statement (5½" × 8½") should be fed into the printer from Tray 2.

⚠ Some paper may be single-sided. This means the manufacturer applies special processing to one side of such paper, to achieve best results. When loading such paper into the paper tray, remember to always **load it with the recommended print side facing down for tray 1 and facing up for tray 2**.

⚠ For information on use of the Tray 2 to print intermediate size paper, see Using Tray 2 on page 53.

• Loading A4/Letter size paper

Tray 1 has been designed to hold up to 250 sheets of A4/US Letter paper (at 70 gsm/19 lb). If you use heavier paper you may need to reduce the number of sheets.

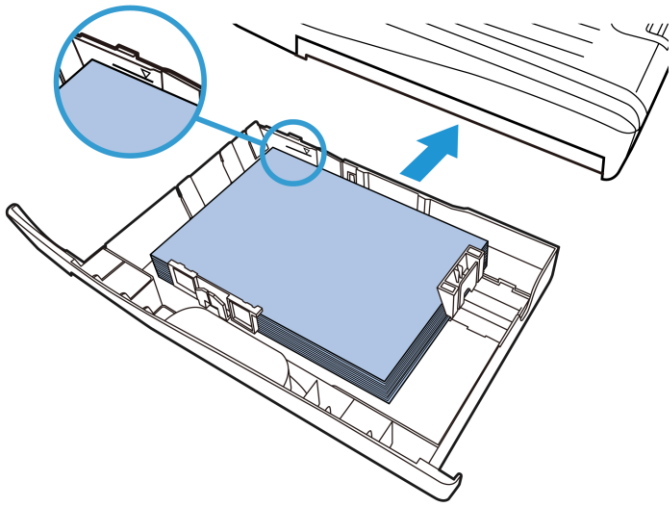
Tray 1 has two adjustable guides, one for length and one for width, as shown in the Tray 1 picture on page 10.

To load the paper:

1. Use recommended paper types.
2. Remove Tray 1 from the printer, ensuring that any packing material has been removed (see Figure 1).
3. Move the Paper Width and Paper Length guides to make space for the paper size you have chosen.

4. Prepare a stack of up to 250 sheets of paper (all of the same size) for insertion into Tray 1 as follows:
   - Flex the sheets back and forth to loosen them, then fan them a few times (do not crease the paper).
   - Remove any obvious loose paper dust from the surface or edges of the paper.
   - Align the edges of the sheets on a level surface.
5. Load the paper stack into the Tray 1, **with the recommended print side facing down**.
6. Ensure the maximum number of sheets in Tray 1 does not reach any higher than the indicator line as shown below.

Figure 2 Tray 1 loaded to its maximum capacity

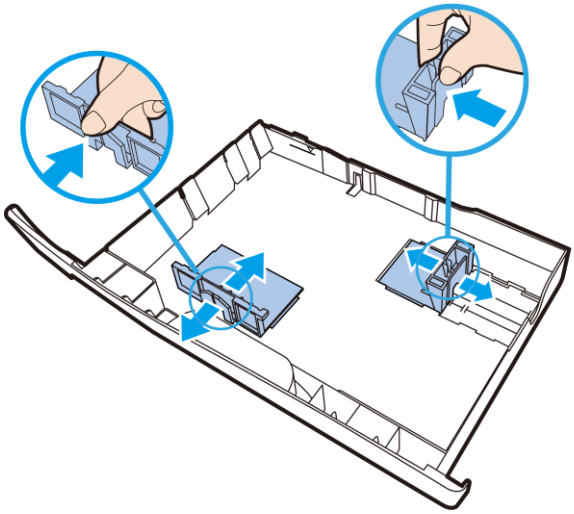


7. Grip the top of the Paper Length guide with thumb and forefinger and squeeze the two tabs together to unlock it.
8. Slide the guide until it rests gently against the edge of the paper stack, ensuring that it is aligned with the A4 or Letter mark on the label on the bottom of Tray 1 (depending on the length of the paper you are loading).
9. Gently push the Paper Width guide in until it pushes the paper stack against the opposite side of Tray 1.
10. Re-insert Tray 1 into the printer until the face is flush with the body of the printer.

• Loading US Legal size paper

US Legal paper, at 8½" × 14" is considerably longer than US Letter or ISO A4, and to accommodate it Tray 1 incorporates a sliding section which can be extended to increase its total length.

Figure 3 Tray 1 showing adjustable width and length guides



To load US Legal-sized paper:

1. Use recommended paper types.
2. Remove Tray 1 from the printer, ensuring that any packing material has been removed (see Figure 1).
3. Move the width and length guides to make space for the paper size you have chosen (see Figure 3).
4. Prepare a stack of up to 250 sheets of paper (all of the same size) for insertion into Tray 1 as follows:
   - Flex the sheets back and forth to loosen them, then fan them a few times (do not crease the paper).
   - Remove any obvious loose paper dust from the surface or edges of the paper.
   - Align the edges of the sheets on a level surface.
5. Load the paper stack into the Tray 1, **with the recommended print side facing down**.
6. Ensure the maximum number of sheets in Tray 1 does not reach any higher than the indicator line (see Figure 2).
7. Grip the top of the Paper Length guide with thumb and forefinger and squeeze the two tabs together to unlock it.
8. Slide the guide until it rests gently against the edge of the paper stack, ensuring that it is aligned with the Legal mark on the label on the bottom of Tray 1. (Refer to Figure 3 for tray adjustment.)
9. Gently push the Paper Width guide in until it pushes the stack against the opposite side of Tray 1. (Refer to Figure 3 for tray adjustment.)
10. Re-insert Tray 1 into the printer and push it gently until it comes to a firm stop.

• Using intermediate paper sizes

Tray 1 should be loaded only with ISO A4, US Letter or US Legal paper sizes and is designed to take paper from 70 gsm (19 lb) to 120 gsm (32 lb) weight. However paper properties can vary widely between manufacturers, so if the heavier weight paper you have chosen does not feed well from Tray 1, use Tray 2 instead.

Intermediate size paper up to US Legal size that cannot be loaded in Tray 1 should be printed via Tray 2. See Using Tray 2 on page 53 for instructions.

• Installing the printhead cartridge

Your C6010 printhead cartridge is a delicate micro-electrical-mechanical device and should be treated with due care to avoid degradation of print quality.

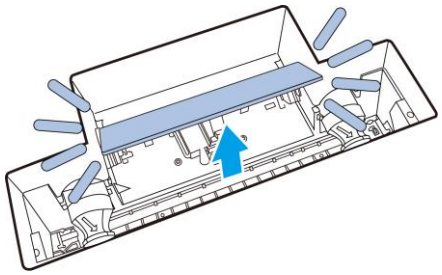
⚠ DO NOT touch the printhead cartridge ink couplings, nozzle surface or the electrical contacts when installing the printhead cartridge. Hold the printhead cartridge ONLY by the handles. See Printhead cartridge on page 13 for the location of these features.

Do not place the unprotected printhead cartridge on any surface prior to installation in the printer. Protect the printhead cartridge at all times from contamination by air-borne contaminants, such as dust or fibres.

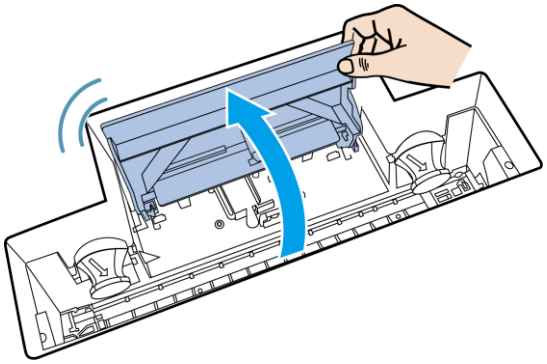
⚠ DO NOT unpack the printhead cartridge until the printer has been prepared for installation. Delay in installation of the printhead after unpacking can compromise print quality due to dehydration.

1. Ensure your printer is switched on and the power lamp is lit and steady.
2. Open the printhead cover to reveal the printhead latch (see Internal view on page 12).
3. Follow the message shown on the LCD screen to choose your language.
4. When the **Press ✓ to install print head** message appears on the LCD screen, press the OK/Resume button to proceed.
5. This will automatically initiate printhead latch opening. The power lamp will bink when latch opening is under way. This process may take several seconds.

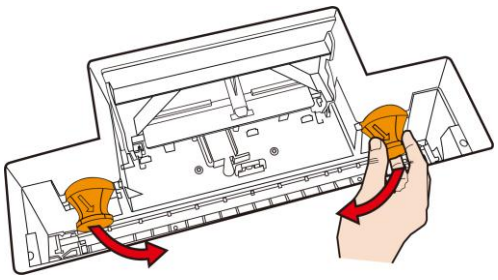
⚠ If the printhead latch cannot be released automatically as described, contact support personnel. DO NOT attempt to release the printhead latch in any other manner by yourself.



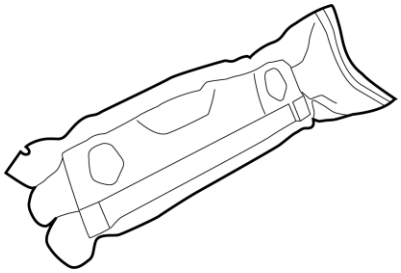
⚠ Always lift the printhead latch as far as possible. It should be vertical when fully opened.



6. Remove the fluidic cap protectors from the two fluidic couplings.



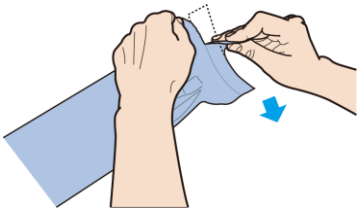
7. Open the end of the printhead package outer box and slide out the foil bag.



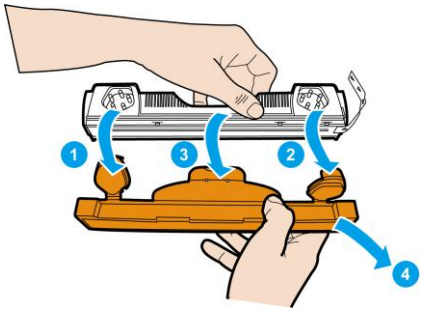
8. Inspect the integrity of the foil vacuum sealing. The foil bag should be formed tightly to the contours of the printhead cartridge as shown above. If the foil is loose to any degree then the seal has been compromised.

⚠ If a poor seal is suspected, DO NOT USE the printhead cartridge. Report the issue to your supplier.

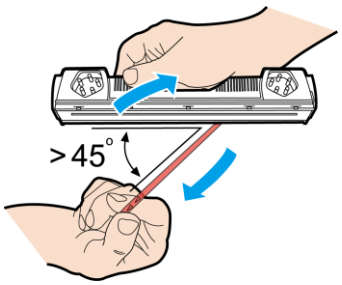
9. Carefully rip the foil packaging open at the notch. Use scissors if your foil bag does not have a notch or if you are finding it difficult to tear the bag.



10. Remove the printhead cartridge from the foil bag.
11. Remove the orange protective plastic cover from the printhead cartridge. Holding the printhead cartridge by the handle:
    - Release the flaps covering the ink ports (**1** and **2**).
    - Release the clip retaining the cover near the center of the printhead cartridge (**3**).
    - Carefully remove the protective cover (**4**).

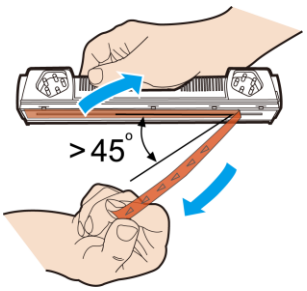


12. Remove the protective strip from the electrical contacts.
    While holding the printhead cartridge by the handle with one hand, grasp the pull tab with the other hand and, slowly and carefully, peel back the plastic strip covering the electrical contacts.



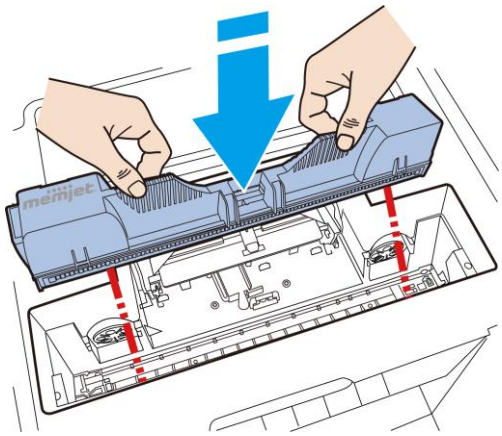
⚠ Dispose of the removed strip immediately and do not allow the removed strip to contact the electrical contacts.

13. Remove the protective strip from the printhead nozzles.
    While holding the printhead cartridge by the handle with one hand, grasp the pull tab with the other hand and slowly and carefully peel back the plastic strip covering the printhead nozzles. Maintain an angle of no less than 45° with the printhead surface when pulling on the strip.

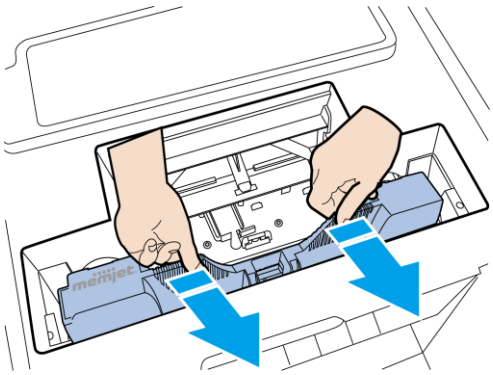


⚠ Dispose of the removed strip immediately and do not allow the removed strip to contact the electrical contacts or the printhead nozzles.

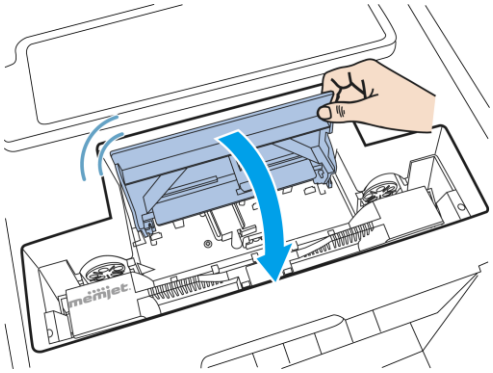
14. Raise the printhead latch fully until it is upright so you can insert the printhead into the printer at an angle.



15. When the printhead cartridge is fully inserted into the printer, rotate it to a vertical position as shown until it clicks into place.



16. Slowly close the printhead latch until a click is heard. The fluidic couplings should advance and seal to the printhead cartridge.



17. When the printhead cover is closed, the printer will prime, clean and cap the printhead automatically. This operation will generally take a minute or two, and will be obvious from sounds emanating from the printer.
The power lamp will be blinking during this process. When the power lamp stops blinking, your printhead cartridge has been installed and primed.

⚠ If the printer does not seem to be priming after closing the printhead latch, contact support personnel as there may be a hardware problem.

⚠ There may be a continuing low-level sound issued by the printer after printhead installation, even with the power lamp lit and steady. You can ignore this.
This is due to printer maintenance operation which will not interfere with your printing.

• Installing printer drivers

This section describes the installation of the latest C6010 printer drivers on your Mac. Always use the latest C6010 printer CD to install your printer drivers.

Setting up a C6010 printer driver for the Mac consists of:

- Removing any old C6010 printers.
- Installing the C6010 printer drivers on your Mac.
- Updating of the firmware on your C6010 printer (optional for networked printers).
- Adding one or more printers.

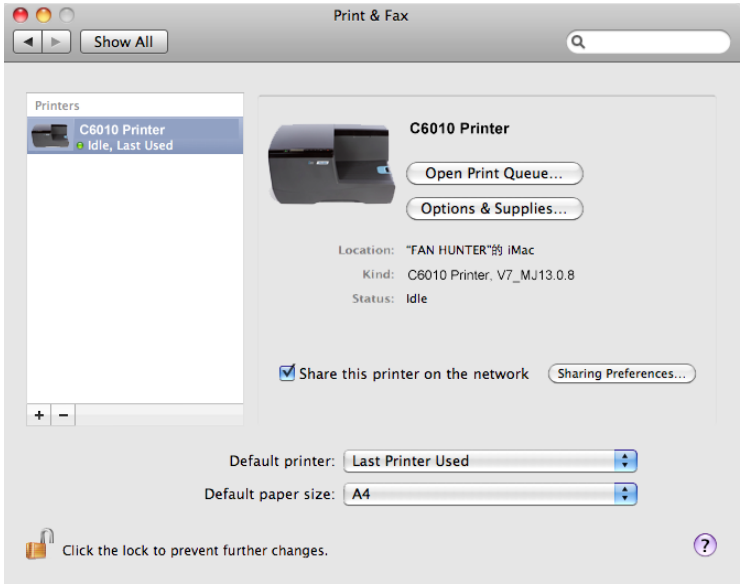
⚠ The installation steps described below assume you are running **OS X 10.6** operating system on your Mac. Where another version of **OS X** differs significantly from the behaviour described, specific reference will be made to such differences.

• Removing old printers

Before installing a new printer driver, it is preferable to remove any previous C6010 printers appearing in your Print & Fax window. This is to avoid possible confusion when selecting your C6010 printer.

To do so:

1. Open the **Print & Fax** window from your **System Preferences** window.



2. Select printers you wish to remove appearing in the Printers pane on the left of the window and click on the **Delete** button − .

• Installing drivers on your Mac

To Install a C6010 printer driver on your Mac, execute the followings steps.

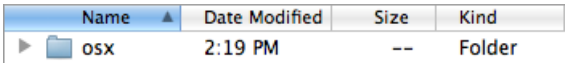
1. Ensure your printer is powered on (see page 20) and connected.

   If you are installing a **Local** printer, it should be connected to your Mac with a USB cable.

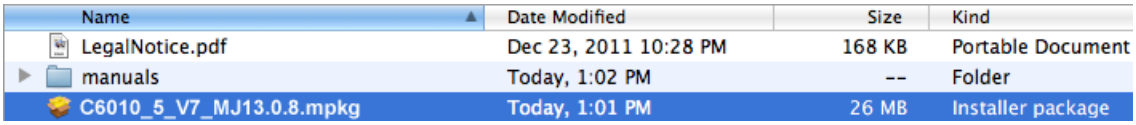
   If you are installing a **Networked** printer, make sure both your Mac and the printer are connected to the network.

2. Insert the latest C6010 printer driver CD in your Mac. The CD icon should show up on your screen.

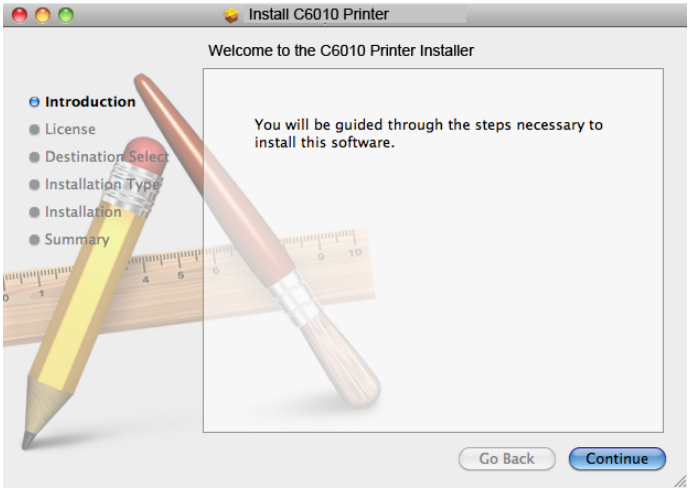
3. Double click on the CD icon that appears on your screen. The contents of the CD will be displayed in a window. Double click on the **OSX** folder in that window.



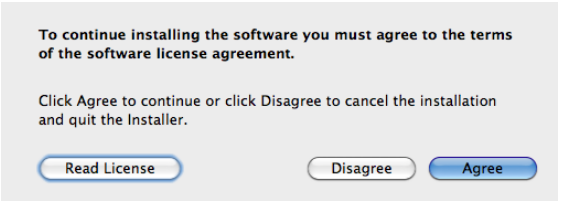
4. Another window will be displayed showing a file ending in ".mpkg" This file is the driver installer package (labelled as such in your Finder screen). Double click on that file to install the C6010 printer drivers.



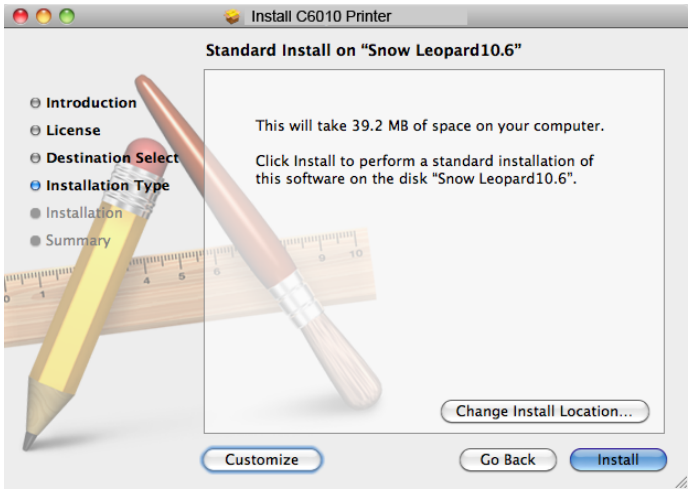
5. The Welcome screen appears. This will guide you through the installation of your driver. Click **Continue**.



6. A Software License Agreement window will be displayed. If you concur with the license conditions, click **Continue**, then **Agree** in the next window, to continue.


To continue installing the software you must agree to the terms of the software license agreement.
Click Agree to continue or click Disagree to cancel the installation and quit the Installer.
Read License
Disagree
Agree

7. The **Standard Install** screen provides options to install part of the driver or change the location where the printer driver is loaded. Unless you have been directed otherwise, you should not change the install location.

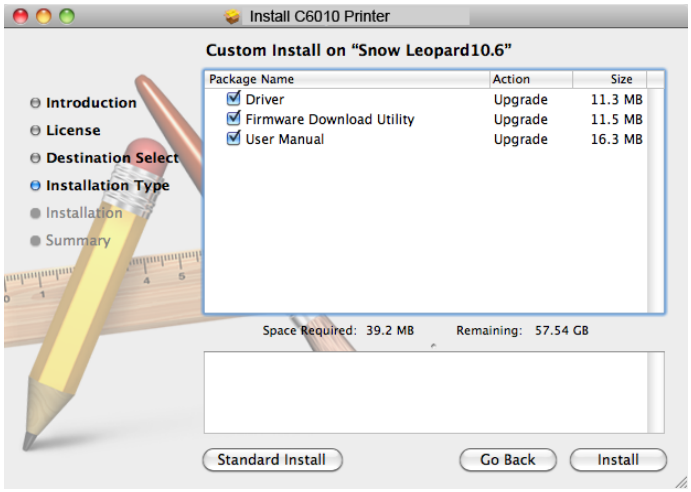


If you are installing a local, USB-connected printer, simply click **Install** and go to Step 8 on page 32.

If you are installing a networked printer, check with your support personnel whether you should update the firmware on your networked printer. If you are updating your firmware, see Updating firmware on your C6010 printer on page 32 for instructions.

If you do not want to update the firmware:

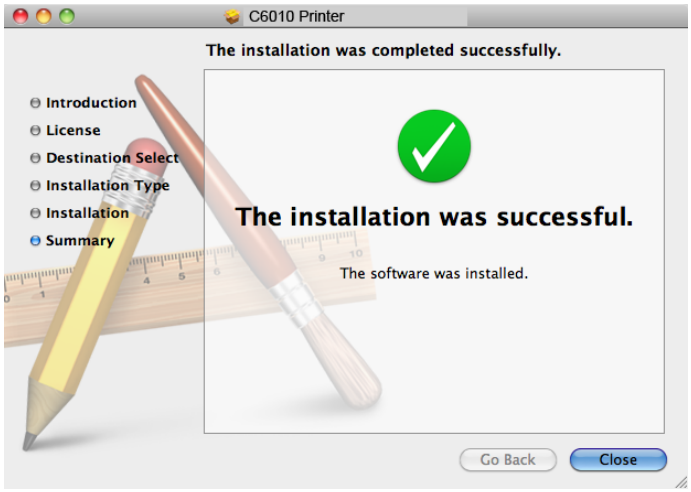
1. Click on **Customize**. The following window will be displayed.



2. Clear the **Firmware Download Utility** check box.
3. When you are ready to continue, click **Install**.

If you get into trouble with selections, click on **Standard Install**. This will take you back to the previous window.

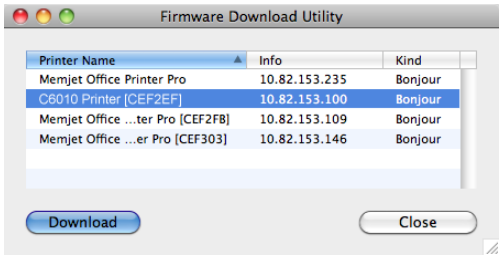
8. Irrespective of your choice about firmware updates, the host driver software will continue to load on your Mac, and successful installation will be communicated to you via a window similar to the one shown below.



⚠ At this point DO NOT disconnect or switch off your USB-connected printer. The installation may not be finished if a firmware update is necessary.

• Updating firmware on your C6010 printer

If you are updating the firmware on your printer (if you have not cleared the **Firmware Download Utility** check box in point 7 sub-point 2 on page 31), a window similar to the following will be displayed during software installation:

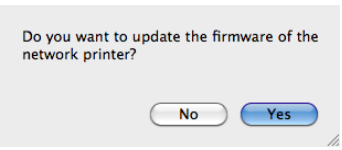


1. Select the printer on which you wish to update the firmware and click **Download**.

If you are not sure which printer to select, see Identifying your printer on page 86.

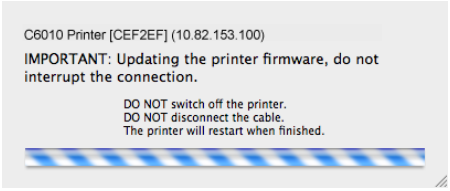
⚠ USB-connected printers will display the printer **Device serial number** in the Info column and **USB** in the Kind column. Networked printers will show their **IP address** in the Info column and **Bonjour** in the Kind column.

2. You will be asked to confirm that you wish to update the firmware of networked printers. This window will not be displayed in the case of a USB printer.



Click **Yes** to confirm your choice. The firmware in the printer you selected will be updated only if the firmware on your CD is later than the one in the printer.

If the firmware update proceeds, the above confirmation window will be replaced by the following warning one:


C6010 Printer [CEF2EF] (10.82.153.100)
IMPORTANT: Updating the printer firmware, do not interrupt the connection.
DO NOT switch off the printer.
DO NOT disconnect the cable.
The printer will restart when finished.

⚠ Follow the instructions in the warning window. Disconnecting cables or switching the printer off may cause your printer to cease functioning altogether.

The Power On/Off button will flash throughout the firmware update and at the end the printer will execute a restart.

3. The Firmware Download Utility window will remain on your screen until you click **Close**. This allows you to update the firmware of any other printer on your network or connected via USB.

When the Power On/Off button ceases to flash and the **Ready** message is displayed on the LCD screen, the printer is ready to print.

• Adding printers

Whereas the installation of printer drivers on your Mac is the same no matter how your printer is connected, adding printers will vary depending on whether your C6010 printer is connected as:

- a local printer via the USB port.
- a networked printer via the Ethernet port.

• Adding a local C6010 printer

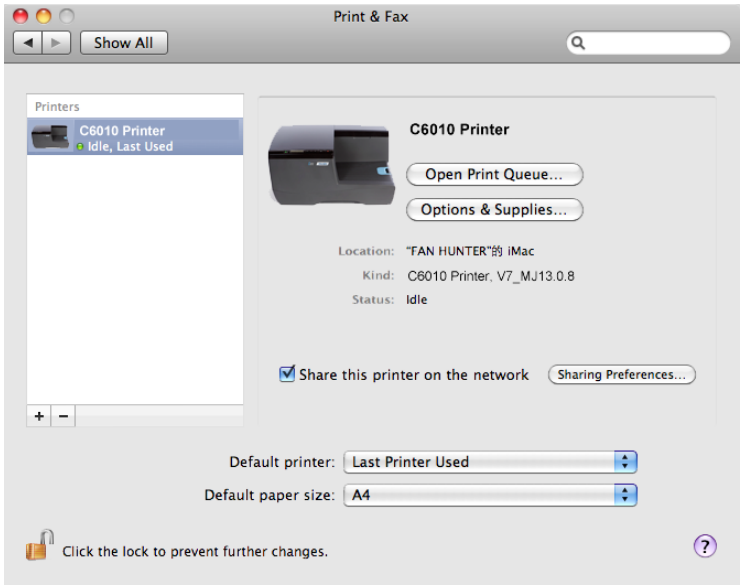
There are two methods you can use to add a local C6010 printer connected via USB.

Method 1 – automatic

To add a local C6010 printer after you have installed the drivers, simply unplug the USB cable and plug it back in again.

Your Mac will automatically identify your printer and list it in your Print & Fax dialog.

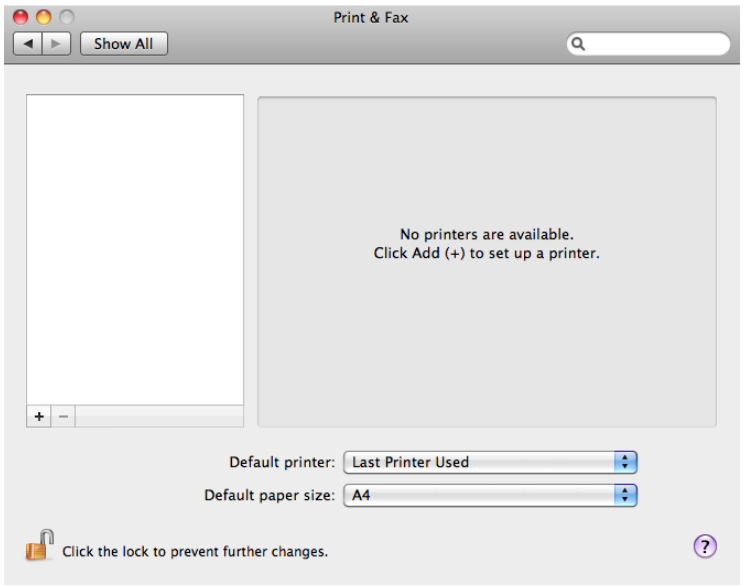
To see the printer name, choose **Apple** > **System Preferences** > **Print & Fax**. You should see **C6010 printer** displayed in the Printers pane, as shown here.



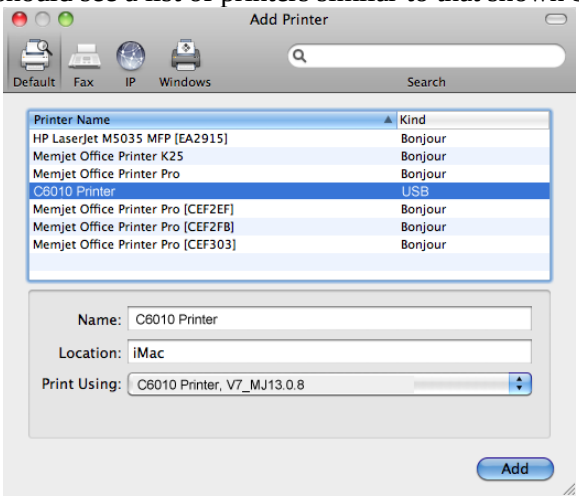
Method 2 – manual

This is the method outlined in OS X Help.

1. Choose **Apple** > **System Preferences** > **Print & Fax**. The dialog shown below should be displayed.


Print & Fax
Show All
No printers are available.
Click Add (+) to set up a printer.
Default printer: Last Printer Used
Default paper size: A4
Click the lock to prevent further changes.

2. Click the **Add Printer** button + . Select **Default**, the topmost left icon in the dialog that pops up. You should see a list of printers similar to that shown below.



3. Select the **USB** printer from the list, as shown above. Make sure the Print Using field shows **C6010 printer** along with version information.
4. Click **Add**. You should see **C6010 printer** displayed in the Printers pane of the Print & Fax dialog.

⚠ It is recommended that you test your printer when it is ready to print (see Printing a test page on page 41).
If there is a problem with printing, a printer icon will appear in your Dock, informing you of the fact. Click on that icon and expand the printer queue window until you can read the error message.

Adding further local C6010 printers

More than one local printer may be connected to your Mac at the same time.

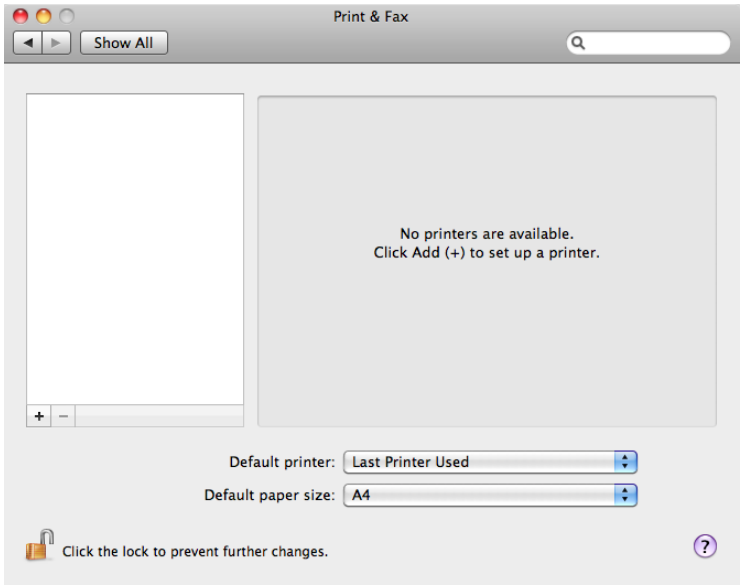
To connect another local C6010 printer, simply connect its USB cable to your Mac, switch the printer on, and the printer should appear in the Printers pane of your Print & Fax window.

• Adding a networked C6010 printer

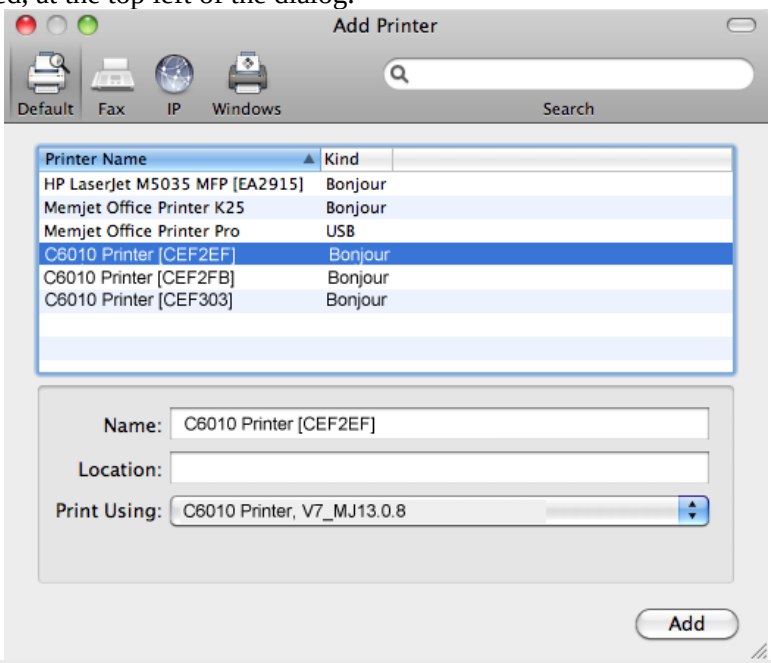
There are two ways in which to add networked C6010 printers. Both methods rely on your network having been set up in such a way that your computer can access the printer.

Using Bonjour

1. Choose **Apple** > **System Preferences** > **Print & Fax**. The dialog shown below should be displayed.


Print & Fax
Show All
No printers are available.
Click Add (+) to set up a printer.
Default printer: Last Printer Used
Default paper size: A4
Click the lock to prevent further changes.

2. Click the **Add Printer** button + at the bottom of the Printers pane. The Add Printer dialog will be displayed, showing a list of all the printers in your network, as shown below.
   If the dialog on your screen does not match that shown below, ensure the **Default** icon is selected, at the top left of the dialog.



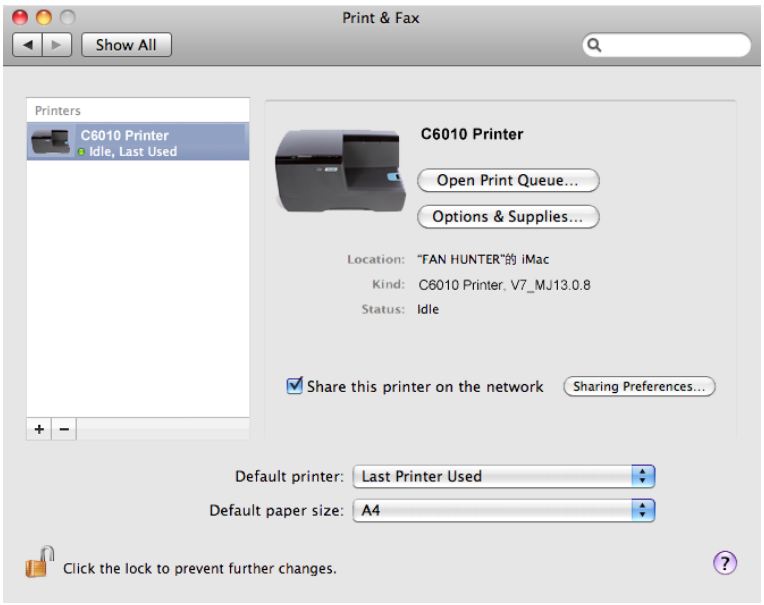
⚠ To narrow down the number of printers listed, type “C6010” in the search field in the top right hand of the window.
If you need help recognising your printer, see Identifying your printer on page 86.

If your printer is not listed, check that:

- your printer is connected to the network.
- it is turned on.
- the power lamp is lit and steady.

⚠ If you still cannot see your printer listed, contact your support personnel.

3. Highlight the printer you wish to use and click **Add**.
4. Your new printer will be displayed in the Printers pane of the Print & Fax dialog, as shown.



⚠ It is recommended that you test your printer when it is ready to print. If there is a problem with printing, a printer icon will appear in your Dock, informing you of the fact. Click on that icon and expand the printer queue window until you can read the error message.

Using IP address

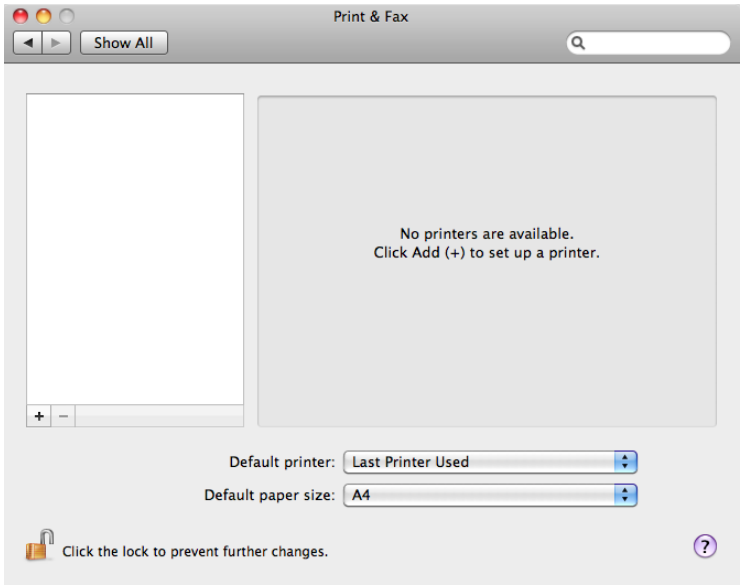
This method requires you to know the IP address of your C6010 printer. This would normally be supplied to you by your support personnel.

If you wish to use this method without reference to a support personnel, see Identifying your printer on page 86 for an explanation of how to obtain your C6010 printer's IP address.

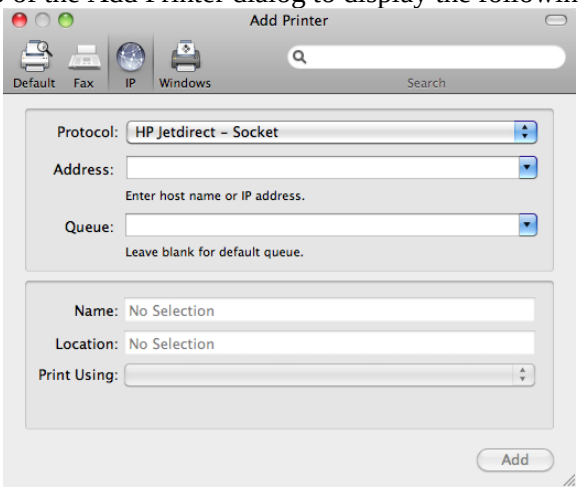
> ⚠ If you are using this method without support personnel support, ensure the printer's IP address is reachable from your Mac.

To connect your C6010 printer using this method:

1. Choose **Apple** > **System Preferences** > **Print & Fax**. The dialog shown below should be displayed.

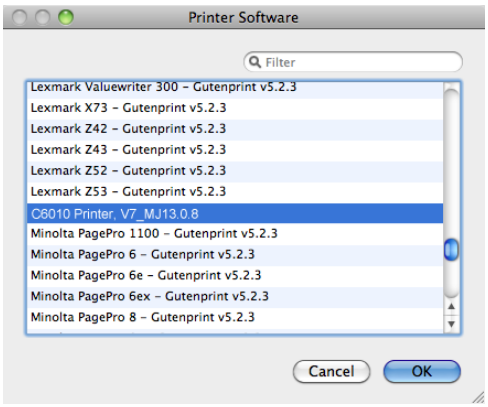


2. Click the **Add Printer** button + at the bottom of the Printers pane. The Add Printer dialog will be displayed, showing a list of all the printers in your network. Select the **IP** icon on the top of the Add Printer dialog to display the following dialog.



3. Click the **Protocol** arrow and select **HP Jetdirect – Socket**.
4. Key in the IP address of your printer in the **Address** field.
5. Click the **Print Using** arrow and select **Select Printer Software**. From the resulting window (shown here) select the appropriate **C6010 printer** in the list.

⚠ To narrow down the number of printer software drivers listed, type "C6010" in the search field in the top right hand of the window.


Printer Software
Filter
Lexmark Valuewriter 300 – Gutenprint v5.2.3
Lexmark X73 – Gutenprint v5.2.3
Lexmark Z42 – Gutenprint v5.2.3
Lexmark Z43 – Gutenprint v5.2.3
Lexmark Z52 – Gutenprint v5.2.3
Lexmark Z53 – Gutenprint v5.2.3
C6010 Printer, V7_MJ13.0.8
Minolta PagePro 1100 – Gutenprint v5.2.3
Minolta PagePro 6 – Gutenprint v5.2.3
Minolta PagePro 6e – Gutenprint v5.2.3
Minolta PagePro 6ex – Gutenprint v5.2.3
Minolta PagePro 8 – Gutenprint v5.2.3
Cancel
OK

6. Click **OK**. The Printer Software window will be replaced by the Add Printer dialog and your selection will be displayed in the **Print Using** field.
7. Optionally you can type a name for your printer in the **Name** field or accept the default name.

⚠ If you are connecting to a network with many printers, you should change the Name field to a unique descriptor to help you identify the printer in the future.

8. In the **Queue** field type in the word "C6010" followed by any other identifying data. If you type a name in this field, ensure your **Print Using** field still shows the printer driver selected in Step **5** above.
9. Click **Add**. Your new printer will be displayed in the Printers pane of the Print & Fax dialog.

⚠ It is recommended that you test your printer when it is ready to print. If there is a problem with printing, a printer icon will appear in your Dock, informing you of the fact.
Click on that icon and expand the printer queue window until you can read the error message.

Printing with C6010

The OS X 10.6 print architecture has standardised numerous print options and contains context-sensitive Help text to help you navigate these options.

This section contains C6010-specific information you will need to obtain an optimum printout, but will point you to the built-in OS X context-sensitive Help for further information on standard options.

⚠ All examples in this section have been obtained using **OS X 10.6** operating system. Other versions of OS X operating systems screens may look different and options documented here may not be available or may be labelelled differently to what is described here.

Getting ready to print

Before you start to print with your C6010 printer, ensure that your printer is switched on, the power lamp is lit and steady, and the **Ready** message is displayed on the LCD screen.

If you find the printer is not ready to print, refer to the Common printer messages and alerts section on page 58 for possible causes and solutions.

If you cannot fix the problem, follow the instructions in the Troubleshooting section on page 86 until the **Ready** message appears on the LCD screen.

Once you are ready to print:

- choose your paper.
- issue a Print command from your application.
- select your print options.

Before issuing a Print command, you may find it useful to know how to:

- print a test page (see page 41)
- cancel a print job (see page 41)

Choosing your paper

Check that you have the appropriate paper for the task.

The C6010 printer has been designed to print on plain paper, but more demanding documents may require higher grade paper.

Always test your paper first to see if it meets your expectations.

To find out more about paper selection, see the Paper section on page 80.

To find out more about how to feed your selected paper into the printer, see Loading paper on page 21.

Launching the Print command

To print a document, choose **File** > **Print**. This will bring the Print dialog box, allowing you to set the print options for the job. Once the Print dialog box is displayed, you may choose the print options for the print job.

Print dialog box options vary according to the application used to launch the Print command.

For more information, see Using print options on page 42.

Printing a test page

To test your printer is working, you may print a test page at any time. There are three ways in which you can print a test page:

- using the buttons on your printer Control Panel.
- using the built-in **Print Test Page** button on the printer driver on your Mac.
- using the **Print Demonstration** button from the Toolbox.

On the printer

You can print a test page without installing a printer driver by using the buttons on your printer Control Panel. This is useful in case you suspect your connection to the Mac is not working.

To print a test page, follow the steps below:

1. When the printer is idle and the Ready message is displayed on the LCD screen, press the Menu button, and then press the OK/Resume button to select **Print internal page**.
2. Use the Up or Down button to select **System diagnostics page**, and then press the OK/Resume button.
3. Press the OK/Resume button again to confirm.

Using the Toolbox

You may also print a test page from the Toolbox application as follows:

1. Open the Toolbox Home Page (see Accessing the Toolbox application on page 63).
2. Navigate to the Maintenance page (see Maintenance on page 74).
3. Click the **Print Demonstration** button.

Cancelling a print job

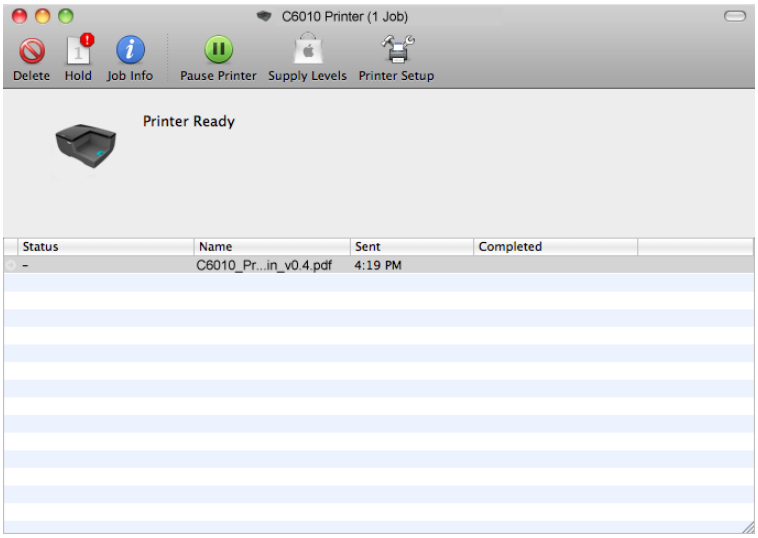
You can cancel one or more print jobs that you have sent to your C6010 printer by any of the following methods:

On the printer

Press the Stop/Cancel button on the printer Control Panel. This will cancel only the job currently being processed. It will not cancel any other jobs that may have been sent to the printer.

On your Mac

1. Double click the printer icon in the Dock while the print job is running. A C6010 printer window similar to the one shown below will be displayed.



2. Select the print job you wish to cancel and click **Pause Printer** in the window menu bar.
3. Once the printer has been paused, click on **Delete** in the window Menu bar. The selected job will disappear from the window.

⚠ Remember to click **Resume Printer** when you have finished deleting print jobs, so the printer can continue to process subsequent jobs as they are queued.

⚠ Cancelling a duplex print job in this way after the first side has been printed may not prevent the second side from being printed.

• Using print options

You may issue a Print command from any OS X application. Print commands will bring up a print options dialog box, which will allow you to choose the printer and customise the printout. The features available in such dialog boxes may vary according to the application.

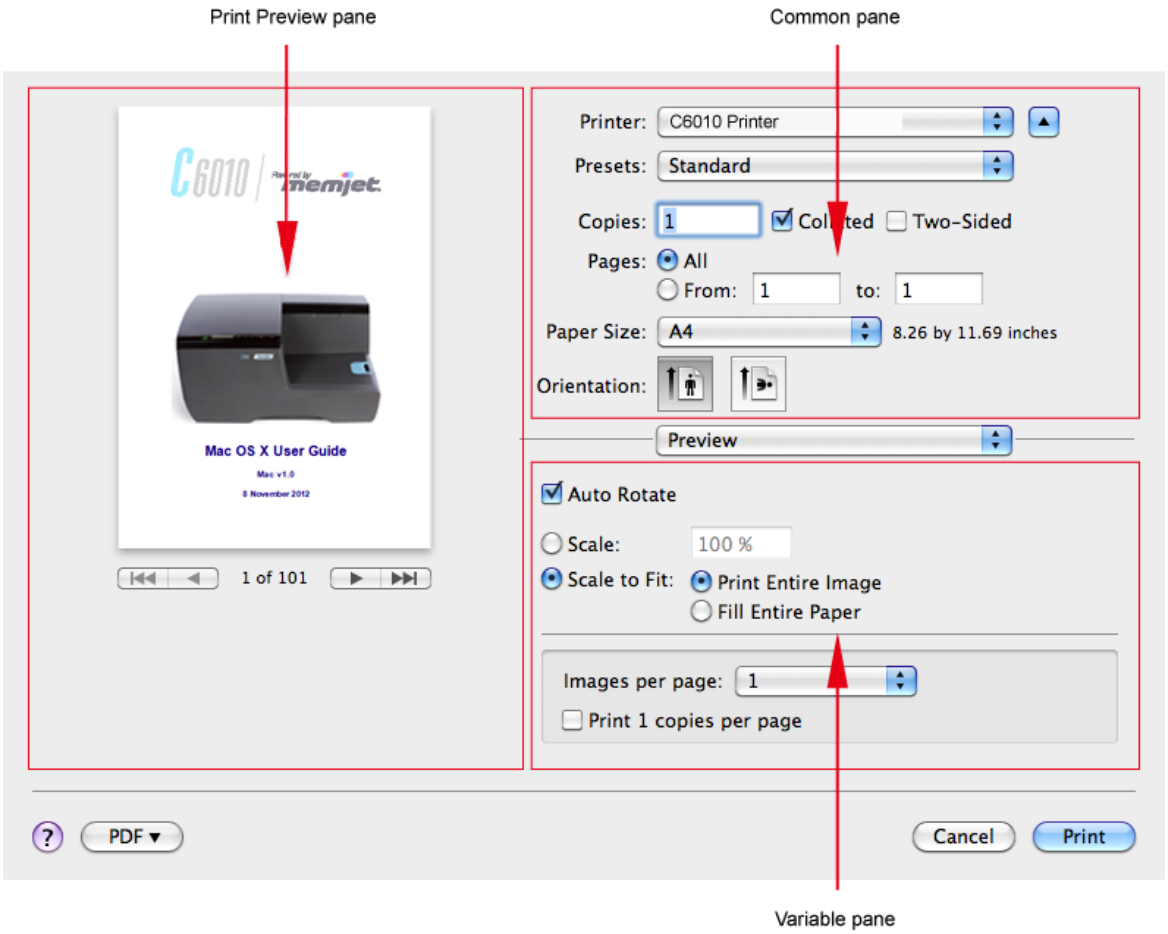
In this section we will use the ubiquitous Preview application print options dialog box.

To bring up this dialog box, click **File** > **Print** from your Preview window.

Print dialog box

The picture shown here displays the print options dialog box associated with the Preview application for OS X 10.6, and is typical of print options dialog boxes.

Figure 4 Preview application Print dialog box

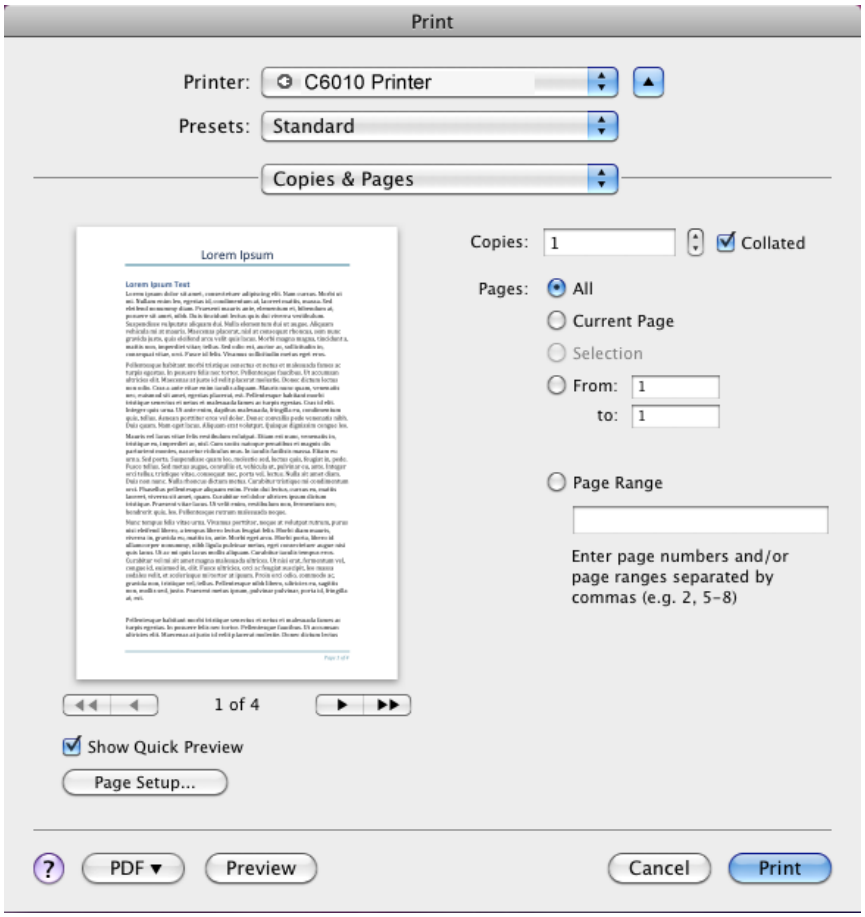


The Print dialog box consists of three panes:

- Print Preview pane
- Common pane
- Variable pane

Below these the Print dialog Help icon and the Convert to PDF button are found, as well as the usual Pint and Cancel buttons.

⚠ The contents of this dialog box will vary depending on the application you are printing from. The Print dialog box for Word for Mac 2011 is reproduced below as an example of the different layouts displayed by the different applications.



Print Preview pane

The Print Preview pane in the upper left displays a graphical representation of the document as it would look when printed using the currently selected print options. Below that graphic are a set of controls that allow you to page through the document one page at a time or move immediately to its beginning or end.

Common pane

The Common pane remains visible as you choose any of the selectable panes below it. The options in this pane will vary depending on the application used to launch the Print command.

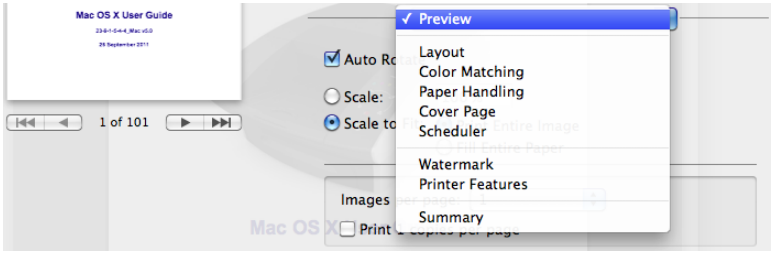
In Preview, this pane lets you select:

- The printer – this should show your C6010 printer. See Selecting your printer on page 45
- Printer presets – see Printer presets on page 46 for help with this option
- Number of copies
- Page range
- Paper size – this should match the page size of the document in your application

- Paper orientation

Variable pane

The area under the horizontal line topped by the Preview button can contain a number of different options overlayed in that pane. To see the available options click on the **Preview** arrow. A print options pop-up menu similar to the one shown below should be displayed.



As you select an option, a different pane will open and be displayed under the selection arrow. These panes will, in turn, show more options as required.

The panes that will be covered in this document and that pertain to your C6010 printer are:

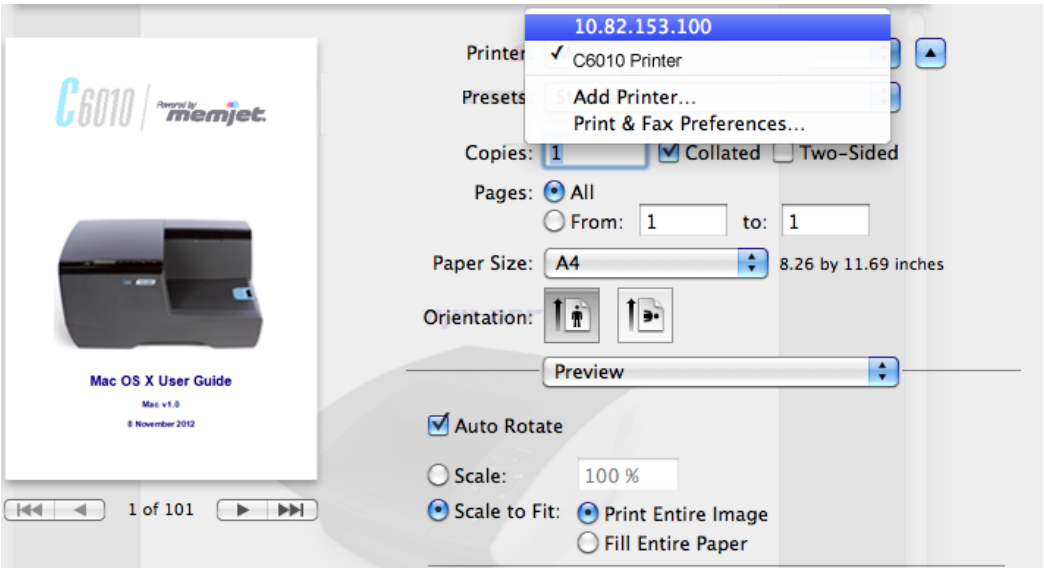
- Preview
- Layout
- Color Matching
- Paper Handling
- Cover Page
- Scheduler
- Watermark
- Printer Features
- Summary

⚠ Not all options found in the above panes will be covered here, only those containing features specific to C6010 printers.

Selecting your printer

If you have more than one C6010 printer that you can access, you will need to select the appropriate one in your print dialog box. To do so:

1. Click in the **Printer** field.



A list of available printers will be displayed, as shown above.

2. Select the appropriate printer. Current C6010 printers default to the name **C6010 printer** or some variation of those words.

Printer presets

See the the standard Print dialog Help instructions for information on print settings present.

To access the the standard print dialog Help instructions:

1. Click Preview in your print dialog box. This will display a print preview of your document.
2. Select **File** > **Print** in your Preview menu.
3. Click the Help icon in that print dialog.
4. Navigate to: **Saving a group of print options as a preset**.

Printer dialog Help

The print dialog will contain a Help icon, in the form of a circled question mark as shown.

Clicking that icon will bring up either the MacOS X standard print dialog Help window or an application-specific Help window, depending on the application you are using.

To access the the standard Print dialog Help instructions:

1. Click Preview in your print dialog box. This will display a print preview of your document.
2. Select **File** > **Print** in your Preview menu.
3. Click the Help icon in that print dialog.

⚠ This User Guide will direct you to the standard print dialog Help instructions wherever possible. Where the standard Print dialog Help instructions conflict with information contained in this User Guide, follow the instructions in this User Guide.

• Page orientation

Page orientation in your C6010 printer can be set up in a variety of ways depending on your application. In Preview:

1. Select the **Orientation** of your pages via the icons in the Common pane (see Figure 4 on page 43).
2. If not already showing, select the **Preview** options pane then select and deselect **Auto Rotate** check box until the orientation of the document in the Print preview pane matches your expectations.
3. As you select the various combinations of options, the graphic on the left pane of the Print dialog box will display the orientation you have chosen.
4. Click **Print** when ready.

⚠ Some applications may override page orientation set up in this manner.

• Custom paper sizes

If you are printing from Tray 1, you can select only from US Letter, ISO A4 and US Legal sizes.

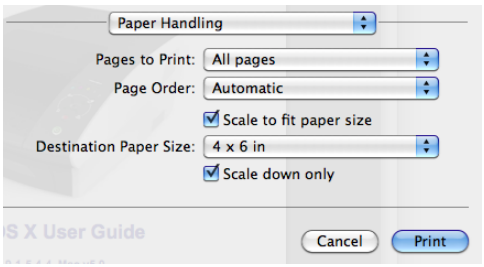
Paper sizes other than those listed above can be printed only from Tray 2 and can only be fed manually, one sheet at a time.

⚠ The largest paper size you can print on is US Legal.

See Using Tray 2 on page 53 for instructions on setting up and feeding paper into the Tray 2.

To print on custom sized paper:

1. Open a document in Preview.
2. Select your C6010 printer, click the **Preview** arrow and select **Paper Handling** from the print options pop-up menu.



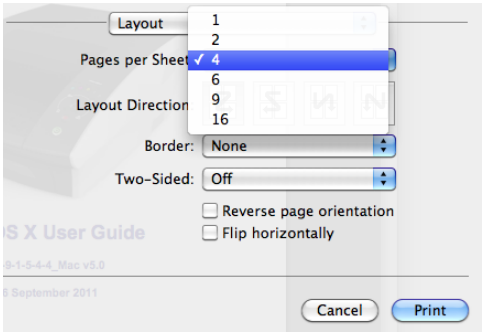
3. Select **Scale to fit paper size**.
4. Click the **Destination Paper Size** arrow and select your custom paper size from the pop-up box.
5. Select **Scale down only** if your document size is bigger than the paper in the printer.
6. Click **Print**.

⚠ If the Destination Paper Size does not contain the size you require, you can try creating a Custom Page size. For information on doing so, see Mac Help for "Creating a custom page size".

• Multi-page (N-up)

You can print up to 16 pages of your document on one sheet on your C6010 printer. This option is sometimes called N-Up printing and can be accessed as follows:

1. Open a document in Preview.
2. Select your C6010 printer and click on **Print** select the **Preview** arrow and select **Layout** from the print options pop-up menu.
3. Select the number of pages you wish to print on one sheet of paper from the **Pages per Sheet** pop-up box.



4. Click **Print**.

⚠ The largest paper size you can print on is US Legal.

• Two-sided

Two-sided printing produces a more compact document, allowing you to cut down the amount of paper you use.

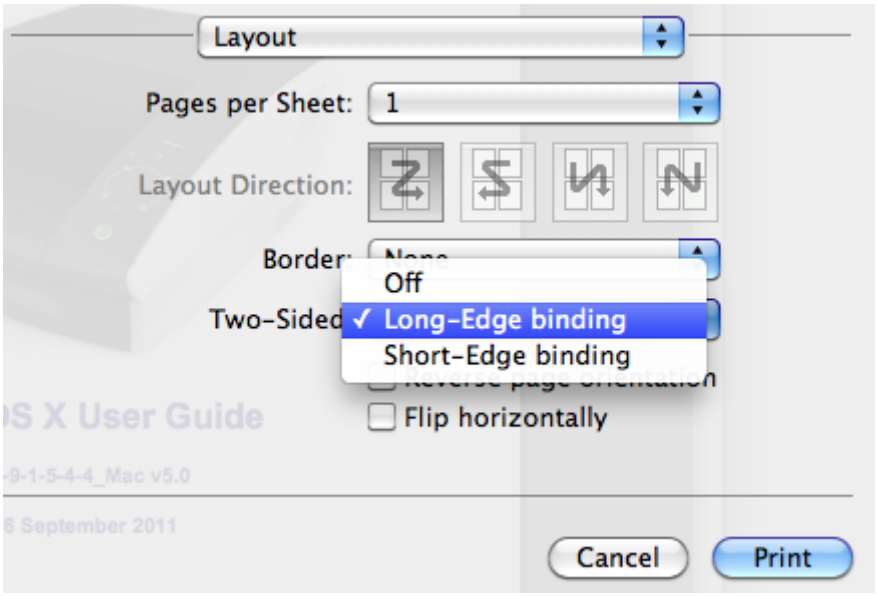
Although your C6010 printer is not equipped with an automatic duplexing mechanism, you can still print on both sides of each sheet by manually re-inserting a batch of printed sheets into the paper tray. Your C6010 printer driver provides an option to simplify two-sided printing.

Two-sided printing is best used with text and light color applications.

⚠ Not all paper can be used for double-sided printing. Specifically, paper that has a preferred or specially prepared side will generally be unsuitable.

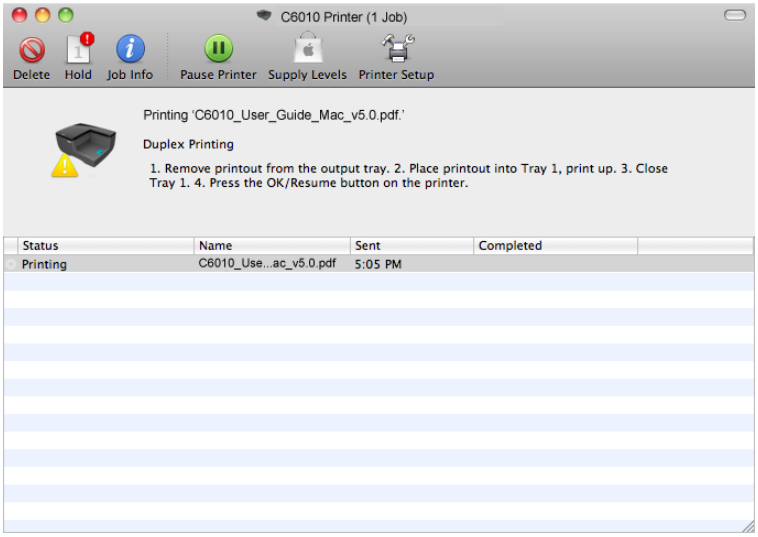
For example, try this:

1. Open a Word document of four pages.
2. Select **File > Print**.
3. Select your C6010 printer and select **Layout** from the Preview print options pop-up menu.
4. Click the **Two-Sided** arrow and select the binding location from the pop-up menu, as shown in the picture below.

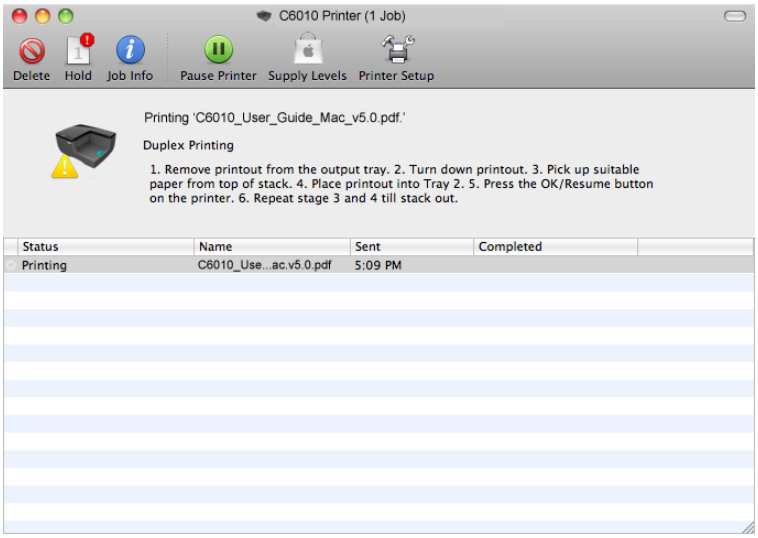


5. The Two-Sided tick box in the Common pane will automatically be selected.
6. Click **Print**. You will see that:
   - Two sheets will be printed.
   - The printer icon will appear in the Dock.
   - Instructions will be displayed on the LCD screen of your printer.

- Instructions will be displayed in your printer queue window (as shown below).



(When using Tray 1)


C6010 Printer (1 Job)
Delete
Hold
Job Info
Pause Printer
Supply Levels
Printer Setup
Printing 'C6010_User_Guide_Mac_v5.0.pdf.'
Duplex Printing
1. Remove printout from the output tray. 2. Turn down printout. 3. Pick up suitable paper from top of stack. 4. Place printout into Tray 2. 5. Press the OK/Resume button on the printer. 6. Repeat stage 3 and 4 till stack out.
Status
Name
Sent
Completed
Printing
C6010_Use...ac.v5.0.pdf
5:09 PM

(When using Tray 2)

7. Follow the instructions in the message window to proceed.

⚠ For best results ensure the printed pages are dry and very flat before re-inserting them into the paper tray.

8. Close the paper tray and press the OK/Resume button.
The same two sheets will be printed, on the reverse side.

Examine your printout to ensure it matches your needs, otherwise repeat this operation selecting different options in the above sequence.

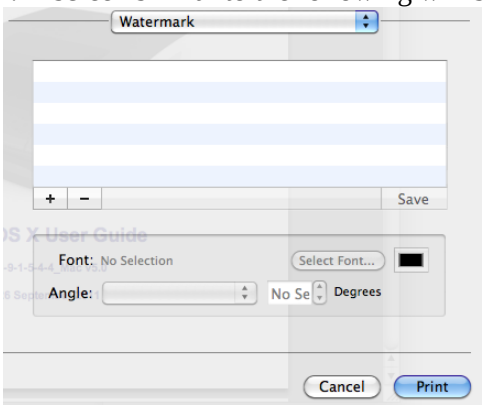
You may combine duplex printing with other allowable options to achieve just the sort of printout you require.

• Watermark

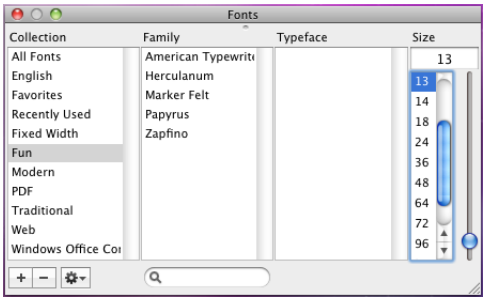
Your C6010 printer driver features text-only watermarks. These consist of text which can be printed on all pages using selectable font size and color a well as varying opacity (to make your watermark appear transparent).

For example, try this:

1. Open a document in Preview.
2. Select **File** > **Print**.
3. Select your C6010 printer and click the **Preview** arrow to display the options available.
4. Select **Watermark**. A screen similar to the following will be displayed.



5. Click on the plus sign [+] under the top pane. The word **Untitled** should appear.
6. Type in the text you want to use as a watermark.
7. If the default selections of Font, Color and angle are suitable, click **Save**.
8. To change the angle of the text on the page click on the **Angle** arrow and select **Horizontal** or **Custom angle**. If you select **Custom angle**, you can change the angle by typing the angle in the **Degrees** field.
9. To change the font type, color, size and opacity, click **Select Font**. The standard Mac fonts window will appear, containing all the options required to carry out those changes.



10. Once you have made the required changes, click **Save**, then **Print**.

⚠ Setting the opacity of the font to about 50% will allow the page text to display through your watermark. Experiment with different settings until you find a satisfactory set.

• Booklets

Booklets are generated by folding in half sheets which have been printed on both sides, so when you choose to print a booklet, you automatically select two-sided printing and 2 pages per sheet.

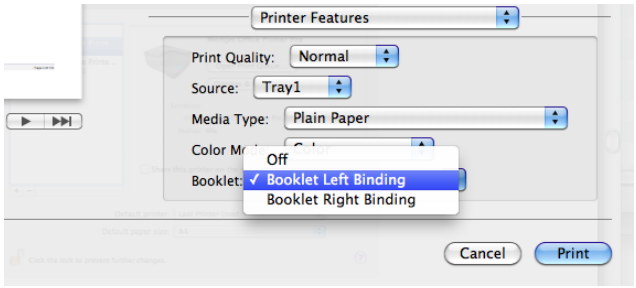
As a result the Pages per Sheet option is ignored, and if you have not chosen the correct duplex print option, a message will be displayed.

Booklet printing is best used for text and light color applications.

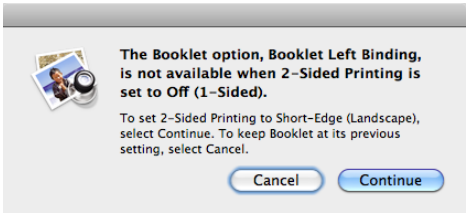
For best results when printing booklets, ensure the first side of the printed sheets are dry and the sheets very flat before re-loading into Tray 1.

For example, try this:

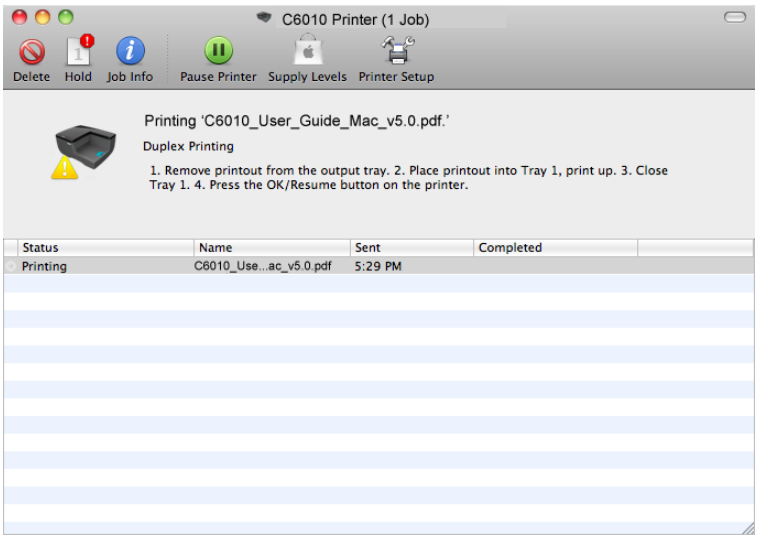
1. Open a document of eight pages in Preview.
2. Select **File > Print**.
3. Select your C6010 printer and select **Pages From** 1 to 8 in the Common pane.
4. Select **Printer Features** from the Preview print options pop-up box.
5. Click on the **Booklet** arrow and select **Booklet Left Binding** from the pop-up window as shown.



6. The following warning window may be displayed (see below). If so, select **Continue** to set the two-sided printing option that is compatible with the booklet binding option you have just selected.


The Booklet option, Booklet Left Binding, is not available when 2-Sided Printing is set to Off (1-Sided).
To set 2-Sided Printing to Short-Edge (Landscape), select Continue. To keep Booklet at its previous setting, select Cancel.
Cancel
Continue

7. Click **Print**. You will see that:
   - Two sheets will be printed.
   - Instructions will be displayed in your printer queue window (see below).



8. Follow the instructions in the printer queue window to proceed.

⚠ For best results ensure the printed pages are dry and very flat before re-inserting them into the paper tray.

9. Close the paper tray and press the OK/Resume button.
   The same two sheets will be printed, on the reverse side.

Fold the two sheets according to the binding orientation you selected in point 4 and examine your booklet. If it does not match your needs repeat this procedure changing the booklet binding orientation.

You may combine duplex printing with other allowable options to achieve just the sort of printout you require.

About resizing

When the paper size in your printer does not match the size of your document page, you may need to resize your document.

To do so you will need to set the appropriate document scaling option in your application print options dialog box.

⚠ When using the Preview application, DO NOT use the Scale option in the Preview pane. Use only custom size paper (see Custom paper sizes on page 47).

Using Tray 2

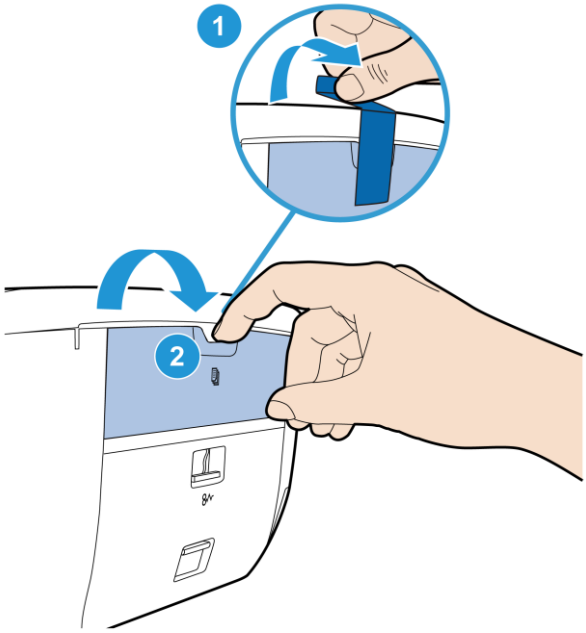
Tray 2 is intended to handle paper which cannot be fed from Tray 1.

This generally includes all paper of weight up to 240 gsm and all intermediate sizes from 4” x 6” to US Legal.

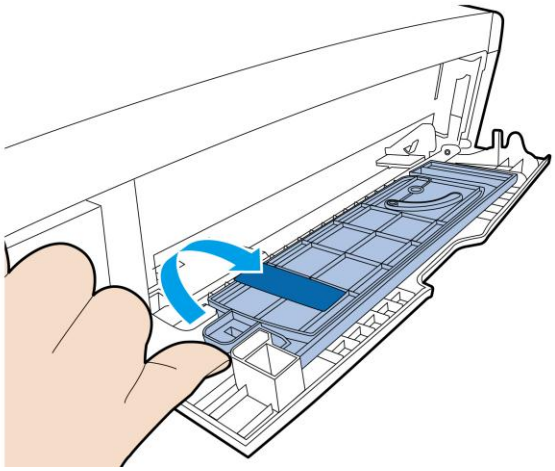
⚠ Tray 2 can hold up to 20 sheets at a time.

To print from Tray 2:

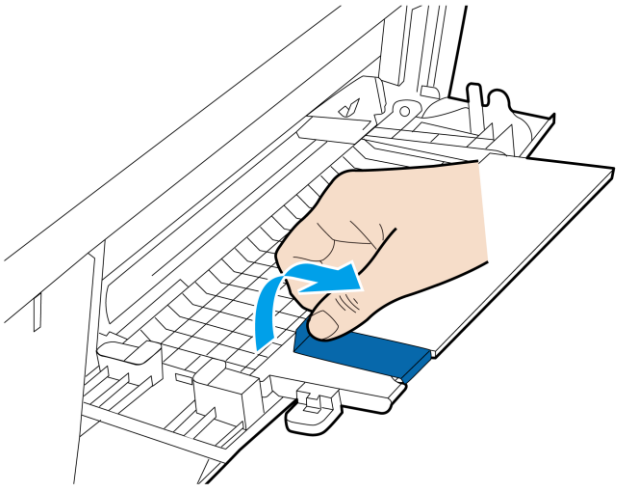
1. Remove the external packing tape as illustrated below if you have not done so, and then open Tray 2 to load papers.



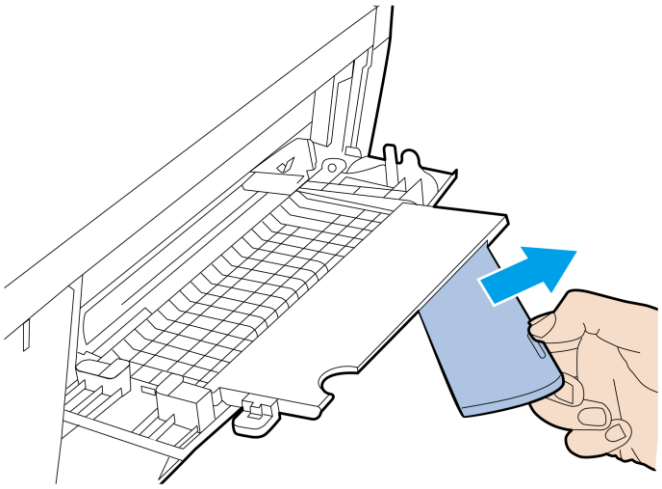
2. Raise Tray 2 into position as shown, using the paper feed open tab. Tray 2 should lock into place.



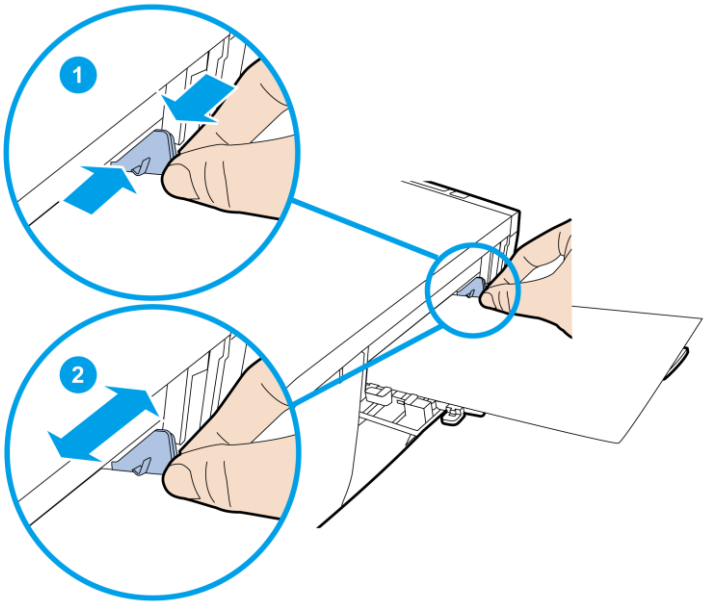
3. Remove the external packing tape as illustrated below.



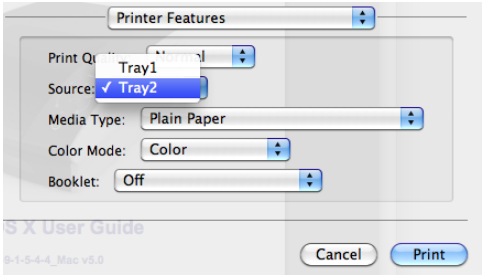
4. Pull the tray extension as shown below.



5. Place the required number of papers onto Tray 2 holding them against the side. Then, slide the the Width Adjustment guide until the papers rest against the side.

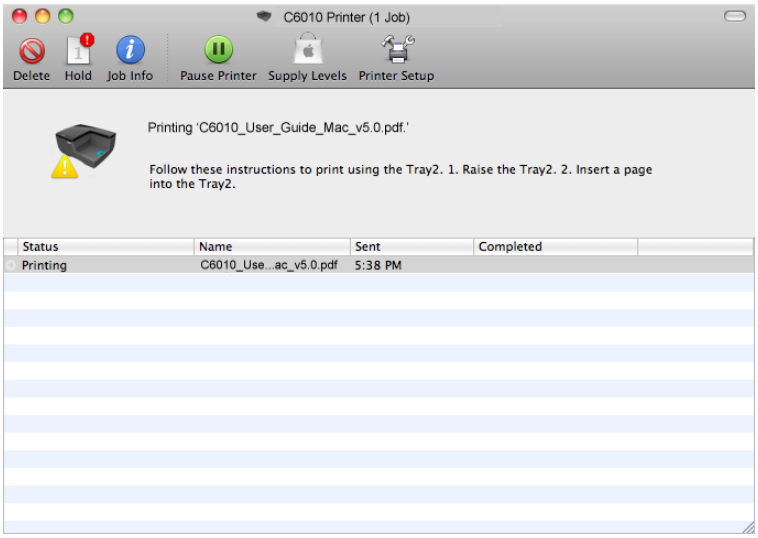


6. Issue a Print command from your application.
7. Select your C6010 printer and select **Printer Features** from the Preview print options pop-up menu.



8. Click the **Source** arrow and select **Tray 2**.
9. If you are using custom paper sizes, refer to Custom paper sizes on page 47.
10. A message with instructions on how to perform a manual feed will be displayed on your print queue window, waiting for you to insert the appropriate paper.

To see the instructions, click on your C6010 printer icon in the Dock and enlarge the window until your can see the text as shown in the following illustration. Follow the on-screen instructions to proceed.



Common printer messages and alerts

This section covers some of the most common messages and alerts you will encounter in the course of printing and indicates normal user responses required.

There are two ways in which common printer messages and alerts are communicated:

- Through the LCD screen on the Control Panel of your C6010 printer.
- Through an Alert message on your C6010 print queue window.

Messages will be displayed on your printer's LCD screen when you need to take some action.

To see the Alert messages associated with your errors, display your C6010 print queue window by clicking on your C6010 icon (shown as or) in the Dock.

You may need to expand the size of your print queue window to be able to read the message(s).

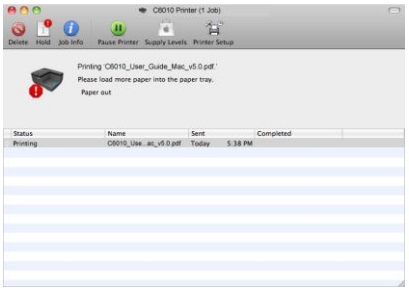
⚠ Alert windows carrying critical alerts will not close until you choose to close them and, if closed, may re-appear at the next print action if the error has not been fixed.

You will find the full set of Alert window messages in Alert windows status messages on page 92.

Paper out

Perhaps the most common of the set of conditions you will be encountering, the Paper out alert usually indicates your paper tray is empty.

If you attempt to print when there is no paper in the paper tray, the messages informing you of that fact will appear on both your Mac and printer, asking you to load paper.

Alert message on your Mac	Message on your printer's LCD screen
	Paper out. Load paper to Tray 1 **OR** Paper out. Load paper to Tray 2

⚠ Your C6010 printer will not signal an empty paper tray until it is asked to print.

Action Required:

To remove these alerts, simply refill the paper tray following the instructions in Loading paper on page 21.

When you re-load papers to a paper tray:

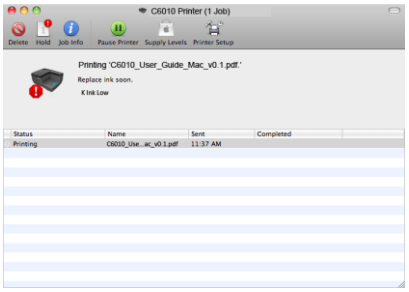
- The message on your printer's LCD screen will disappear.
- The Alert message on your Mac will disappear.

- The printer will resume printing any print jobs in its print queue.

Ink low

Your C6010 printer uses separate ink tanks for each color.

Whenever you are running low on ink, the messages similar to the following will appear on both your Mac and printer, indicating which color is running low.

Alert message on your Mac	Message on your printer's LCD screen
	K ink low

The messages above may vary depending on which ink tank is running low.

If your printer is networked and not within view, you can see the same information from the Supplies screens in your Toolbox application (see page 68).

Action Required:

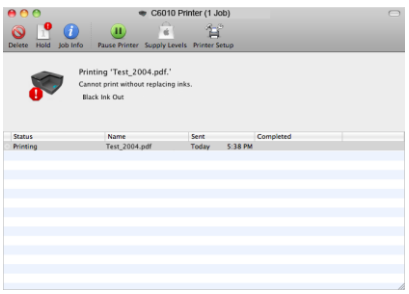
On a C6010 printer this message is only issued when an ink tank is completely empty. Whenever you see an Ink Low message, you should replace ink tanks as needed (see Installing the ink tanks on page 18).

You can continue to print for the moment utilizing ink still in the printer, but if the ink runs out altogether, your printer will halt and you will not be able to print until you have replaced the empty ink tank(s).

⚠ When you replace the ink tank, the ink low message on your printer's LCD screen may not disappear for up to 30 seconds.

Out of ink

If you continue to print after an Ink low message, you will eventually run out of ink altogether, whereupon the messages similar to the following will be displayed, and your printer will stop printing.

Alert message on your Mac	Message on your printer's LCD screen
	Out of ink

⚠ Once you run out of ink, the printer will not print any longer.

Action Required:

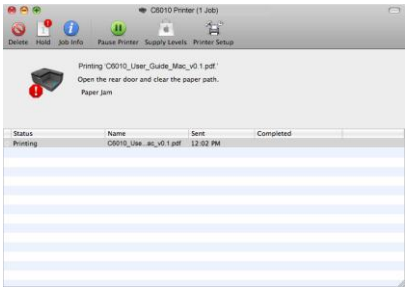
1. Remove the empty ink tanks.
2. Install new ink tanks. See Installing the ink tanks on page 18.
3. Press the OK/Resume button on your printer.

After a while, the printer then executes a quick flush and any pending print jobs are automatically resumed.

Paper jam

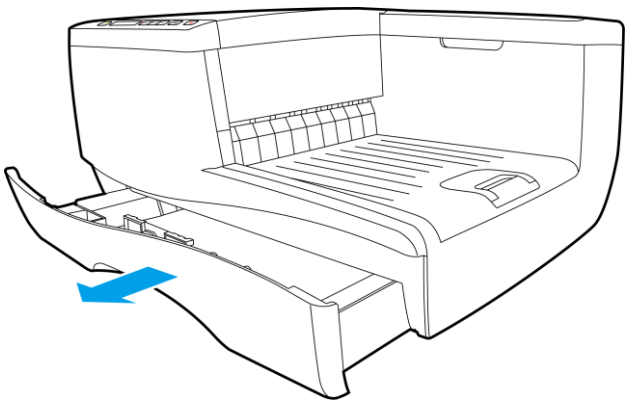
⚠ It is imperative that paper jams and any other cause of printer failure be attended to promptly. This is to ensure the printhead does not remain uncapped when not printing.
An uncapped printhead may become dehydrated, and even unusable if left in that state for too long.

When the feed mechanism determines that a sheet has not completed its travel through the printer and exited correctly, you will be notified and the printer will stop printing until the error is cleared.

Alert message on your Mac	Message on your printer's LCD screen
	Paper jam

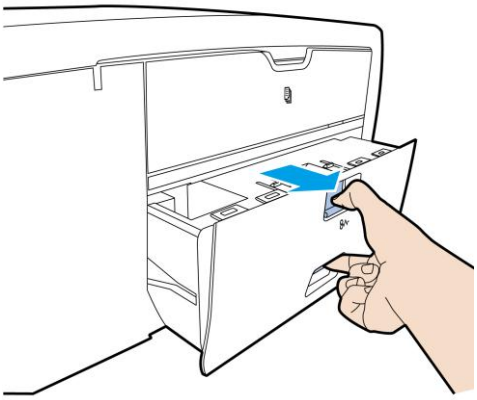
Action Required:

1. Open Tray 1.



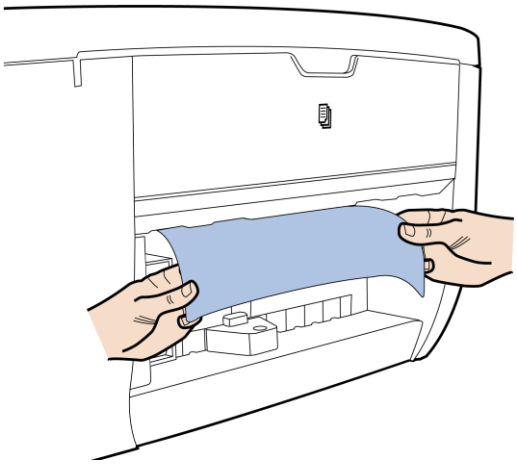
⚠ DO NOT re-insert Tray 1 until you have finished. Re-inserting Tray 1 beforehand may cause the jammed paper to rip and leave paper scraps in the printer.

2. Open the side access door by pushing up on the door latch as shown.



⚠ You DO NOT need to switch off the printer before opening the side access door. It is quite safe to access the side door of the printer, as there are NO HOT OR ELECTRICALLY CHARGED AREAS EXPOSED when the side door is open.

3. From the side door opening, grab the paper with both hands and slowly remove it from the printer, taking care not to tear it.



4. If you cannot see or grab the paper from the side door opening, look for a jammed sheet of paper in Tray 1 area.
5. Remove the jammed sheet carefully from Tray 1 if found, taking care not to tear it.
6. Look in the output tray, for a jammed sheet of paper.
7. Remove the jammed sheet carefully if found.
8. Slide Tray 1 back into position.
9. Close the side access door and then press the OK/Resume button to continue printing.

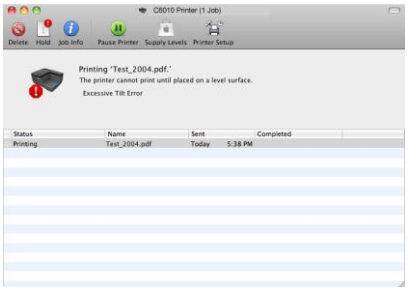
The printer will resume printing your document from the last page printed before the paper jam.

⚠ Make sure the side access door is fully closed. Otherwise, paper jam will occur again.

Excessive Tilt warning

⚠ Do not ignore an Excessive Tilt warning!
Prolonged excessive tilt can cause the printhead to deprime, giving rise to print quality problems.

Your C6010 printer must be located on a level surface. Should this not be the case, you will be notified and the printer will stop printing until the error is cleared. The next time you issue a Print command, the following messages will appear on both your Mac and printer.

Alert message on your Mac	Message on your printer's LCD screen
	Tilt error

Action Required:

Your printout will not proceed until the printer is sitting level. Once you have corrected the tilt of your printer, it will undergo a quick printhead flush and clean, displaying another alert window as shown here:

Any Print command sent when the printer was not level will be ignored. You will need to re-issue those Print commands after the printer is level.

Managing your C6010 printer

Your C6010 printer comes with an embedded Web Server application, which will allow you to use your Web browser to query the printer for information and to change some printer settings.

The application which furnishes these facilities is called the Toolbox application. Toolbox information pages allow you to:

- view information on printer supplies and usage.
- view and change current printer settings.
- perform some simple troubleshooting.

Accessing the Toolbox application

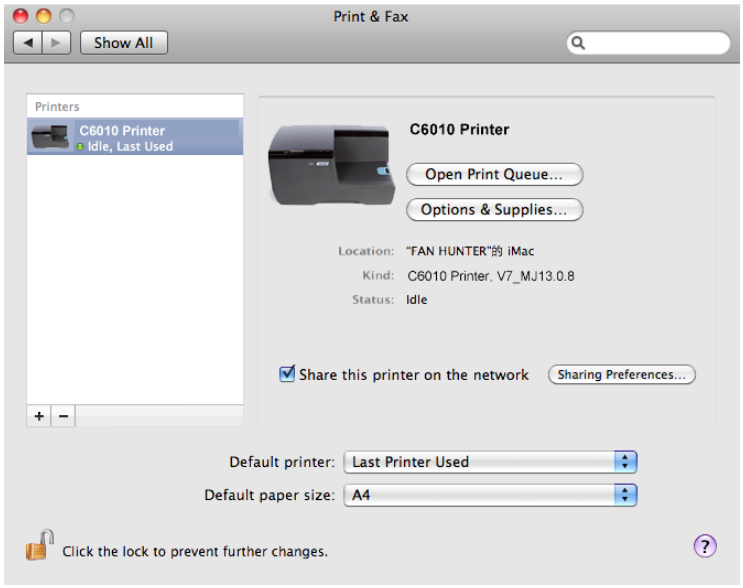
You may use the Toolbox application on both local C6010 printers (connected via a USB cable) and network-connected C6010 printers.

You will use different methods to access the Toolbox application, depending on whether your printer is:

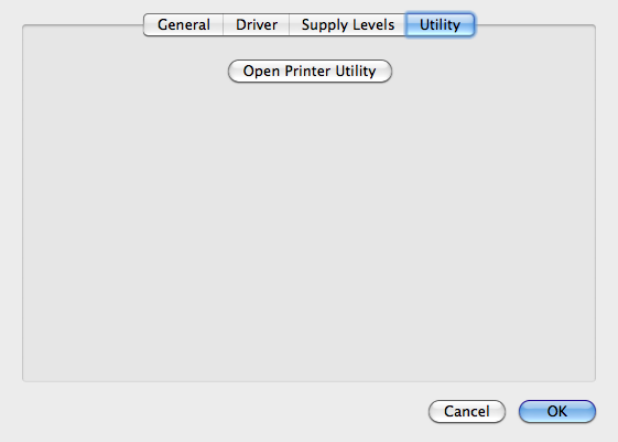
- a local printer.
- a networked printer.

For a local printer

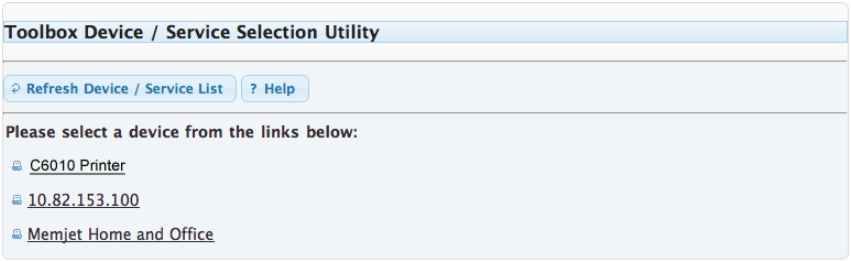
1. Choose **Apple** > **System Preferences** > **Print & Fax**. A window similar to the one shown here should be displayed.



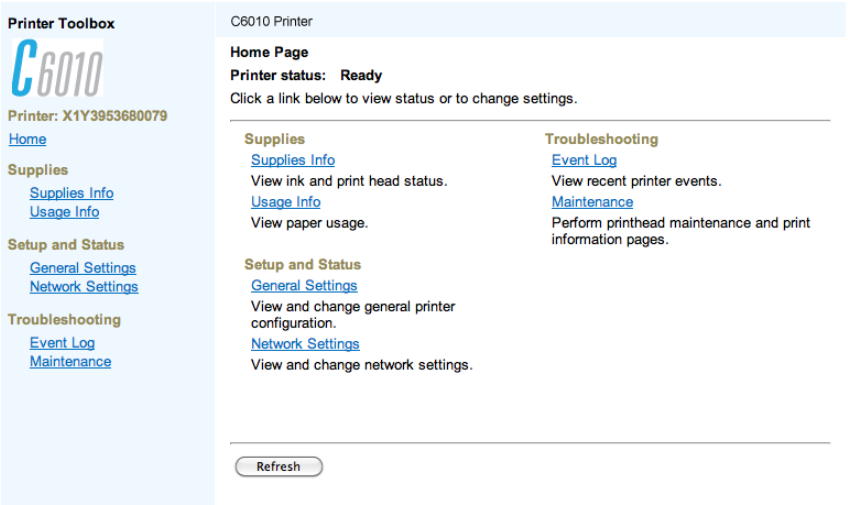
2. Select a local C6010 printer and then **Options and Supplies**. A window similar to the one shown here should be displayed.



3. Select **Utility**.> **Open Printer Utility**. Your default Web browser should open, displaying the Toolbox Device Service Selection Utility page, as shown.


Toolbox Device / Service Selection Utility
Refresh Device / Service List
? Help
Please select a device from the links below:
C6010 Printer
10.82.153.100
Memjet Home and Office

4. Select your locally connected C6010 printer. The Toolbox Home Page will be displayed and should look similar to the window shown here.



⚠ There may be minor variations in layout depending on your printer supplier and the browser you are using.

• For a networked printer

There are two ways to access the Toolbox application on your Mac for networked C6010 printers:

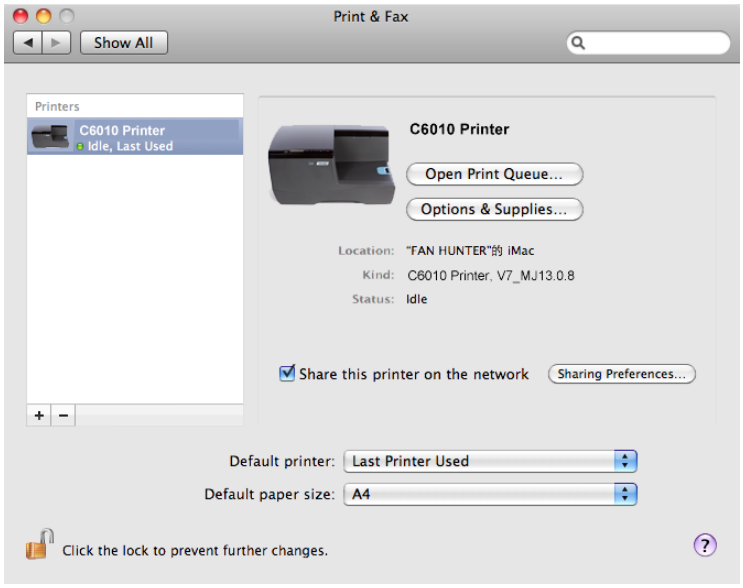
- Via the **Show Printer Webpage** button (on Bonjour-connected printers only)
- Directly using the printer's IP address

Via the Show Printer Webpage button

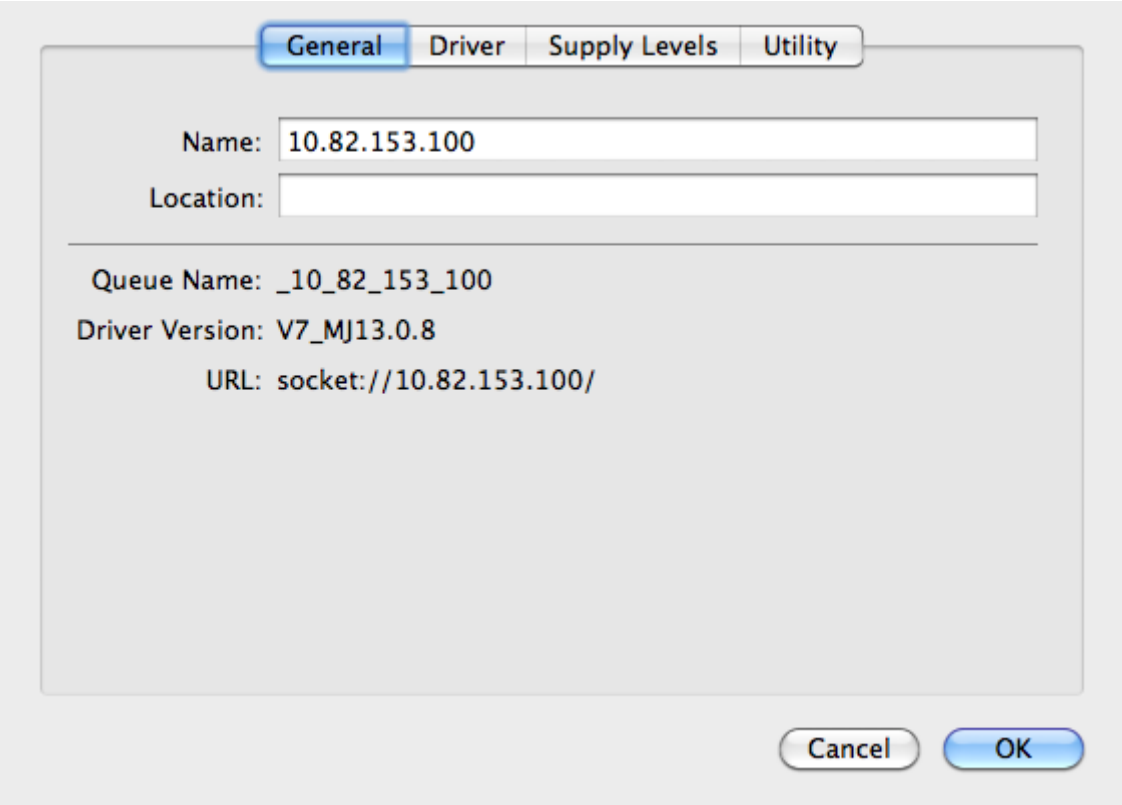
If you have connected your networked C6010 printer using the Bonjour method (see

Using Bonjour on page 36) you can access the Toolbox application by the following steps.

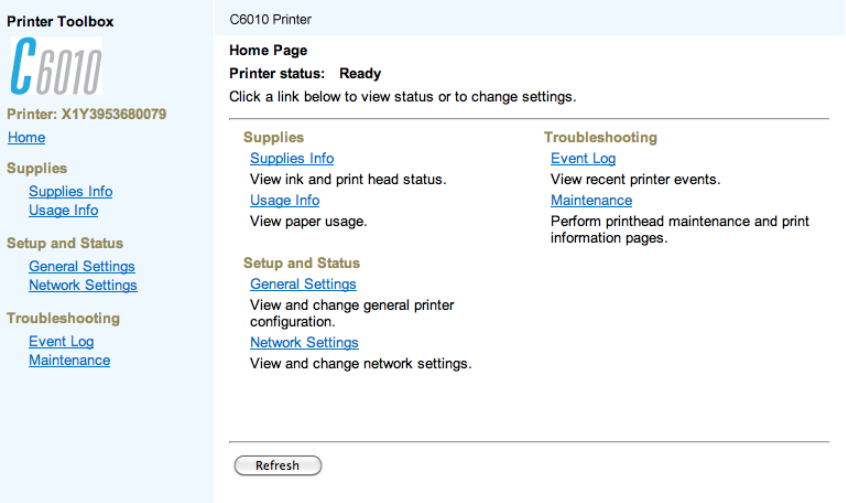
1. Choose **Apple** > **System Preferences** > **Print & Fax**. A window similar to the one shown here should be displayed.



2. Select your networked C6010 printer and then **Options and Supplies**. A window similar to the one shown here should be displayed.



3. Select **General** > **Show Printer Webpage** in the resultant window. Your default Web browser should open, displaying the Toolbox Home Page as shown.



⚠ There may be minor variations in layout depending on the browser you are using.

Directly using the printer's IP address

If you know the printer's IP address, you can access the Toolbox application directly.

Simply key in your C6010 printer's IP address in the URL field of any Web browser to bring up the Home Page of the Toolbox application.

⚠ To find out the IP address of your printer, see Identifying your printer on page 86.

Toolbox information screens

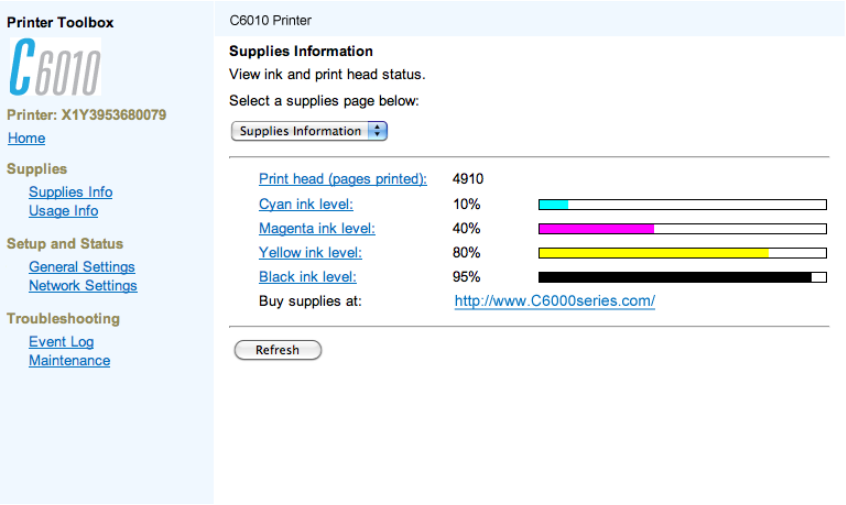
The following information is currently available through the Toolbox information screens.

Navigation instructions all commence from the Toolbox Home Page.

Supplies information

The Supplies Information page shows a summary of your current ink and printhead pages.

To access the Supplies page from the Home Page, click **Supplies Info.**

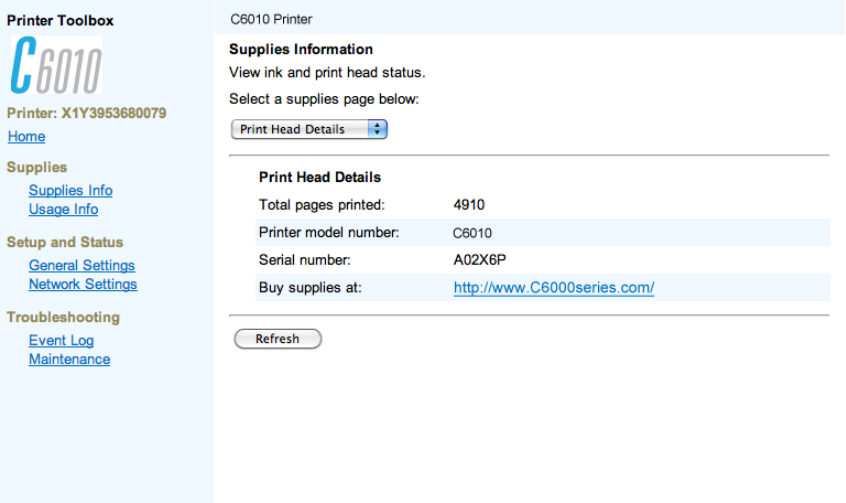


The percentages displayed on this page are accurate to the nearest five percent.

Printhead details

The Printhead Details information page shows usage and identification details as well as a link to your printhead supplier's Web page, as shown below.

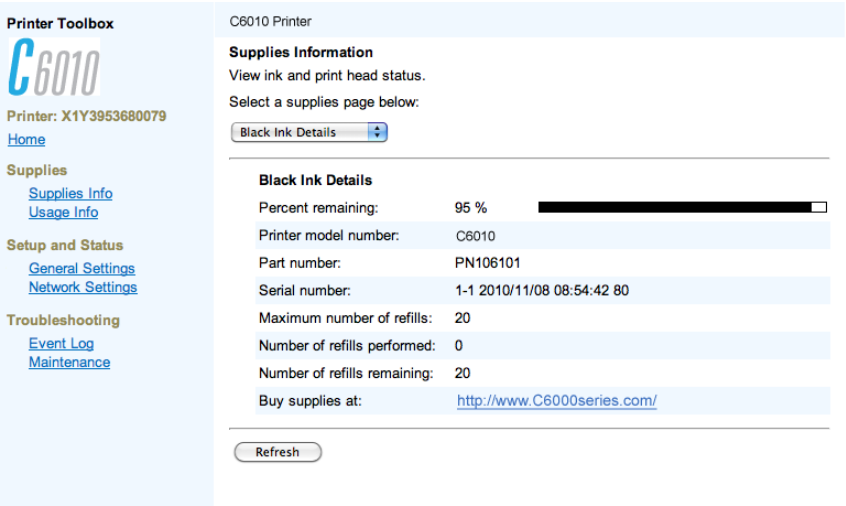
To access the Printhead Details page from the Home Page, navigate to the Supplies page then either click **Print head (pages printed)** or select **Print Head Details** from the **Select a supplies page** arrow.



Ink details

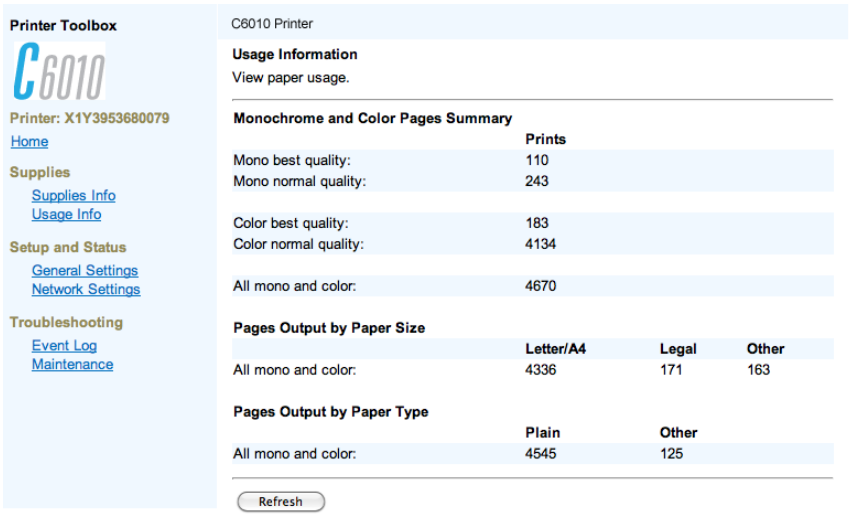
An information page for each ink color is provided. Each page shows the amount of ink remaining(accurate to about 5%), ink tank information and your ink tank supplier's Web page.

To access an Ink detail information page from the Home Page, navigate to the Supplies page, then click one of the **Ink Level** links or select one of the **Ink Details** color from the **Select a supplies page** arrow. The Black Ink Information page is shown below.



Usage information

Information on the number and type of pages printed is displayed in the Usage Information page. To access the Usage Information page from the Home Page, select **Usage Info.**



• Toolbox settings screens

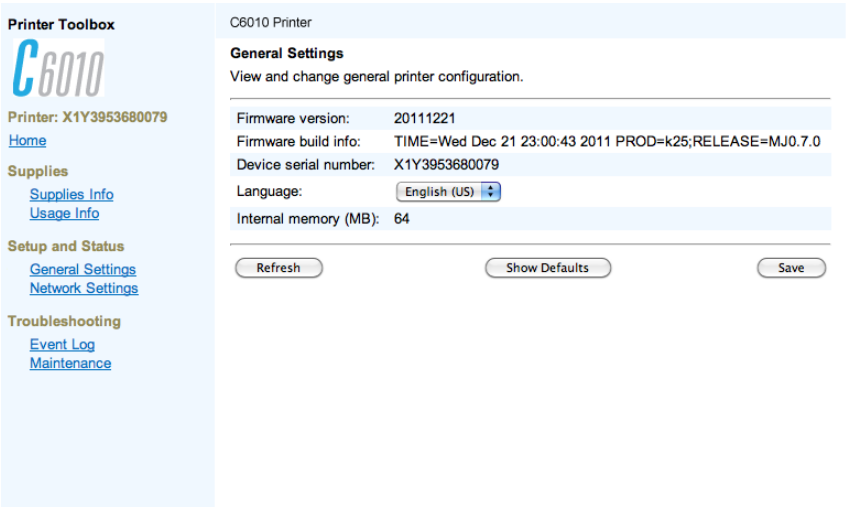
Using these screens, various printer and network settings may be viewed, and some settings changed.

General Settings

The printer configuration settings information provided on this screen may be required when you are seeking support.

Using this screen you may also change the language used in all Toolbox screens. To do this click the **Language** arrow and select your language, then click **Save**. Your printer driver language will not be affected by this change.

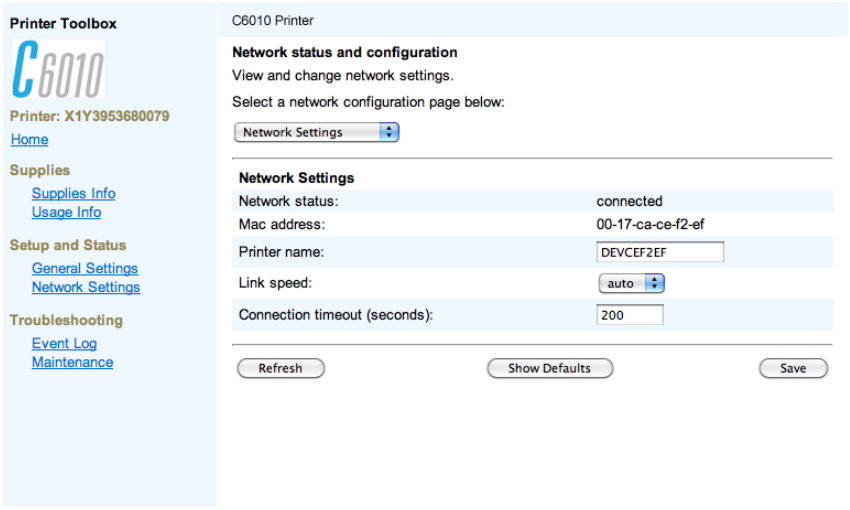
To access the General Settings page from the Home Page, select **General Settings.**



Network Settings

This screen allows you to view and change basic network status and configuration settings of your printer.

To access the Network Settings page from the Home Page, select **Network Settings.**



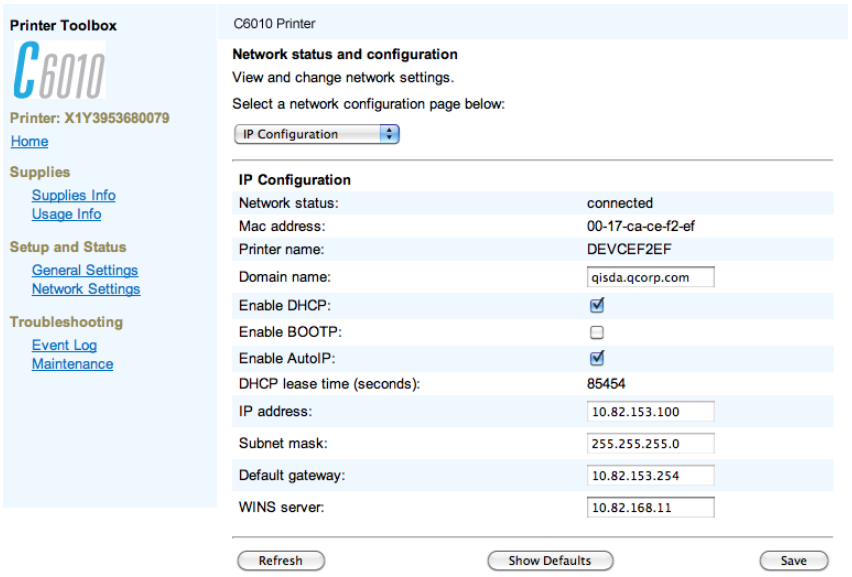
⚠ Do not change these settings without reference to your support personnel.

IP Configuration settings

This screen allows you to view and change IP configuration settings on your printer.

⚠ Changing printer settings through this screen **may cause your printer to become unusable**. Always refer to your support personnel first before making any changes.

To access the IP Configuration settings page from the Home Page, select **Network Settings**, then click the **Select a Network Configuration Page** arrow and select **IP Configuration**.

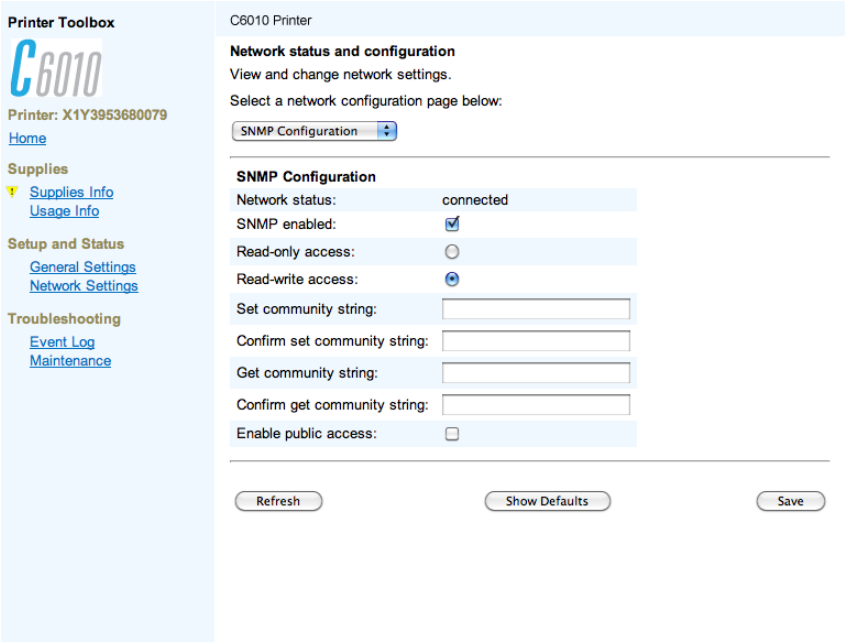


SNMP Configuration

This screen allows you to view and change SNMP configuration settings on your printer.

⚠ Changing printer settings through this screen **may cause your printer to become unusable**. Always refer to your support personnel first before making any changes.

To access the IP Configuration settings page from the Home Page, select **Network Settings**, then click the **Select a Network Configuration Page** arrow and select **SNMP Configuration**.

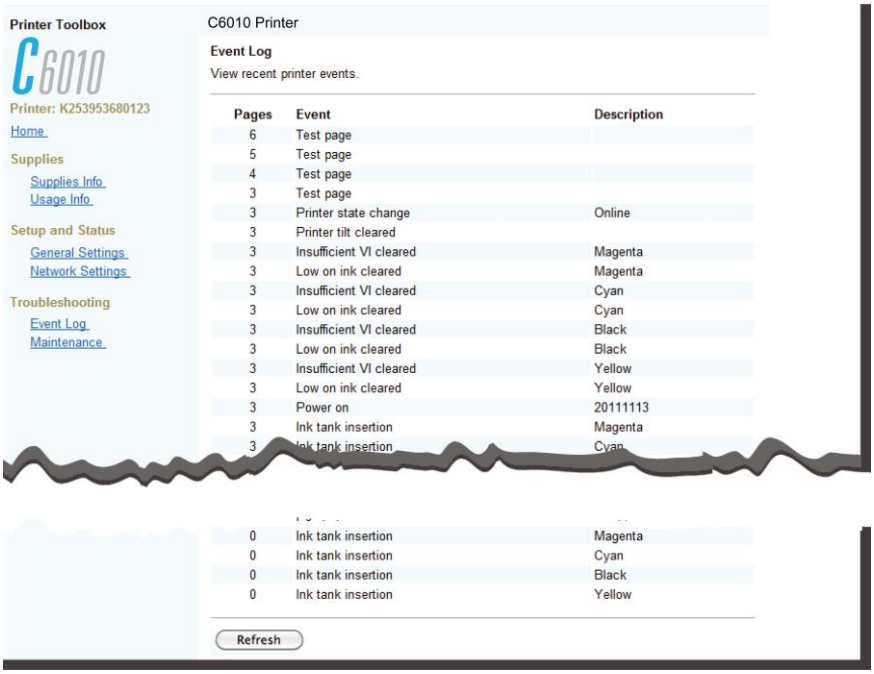


• Toolbox Troubleshooting screens

The following screens may help in troubleshooting problems with your C6010 printer.

Event Log

Your C6010 printer logs errors into a special buffer in printer memory. The Event Log screen displays any errors logged by the printer as it responds to your commands, or performs maintenance functions.



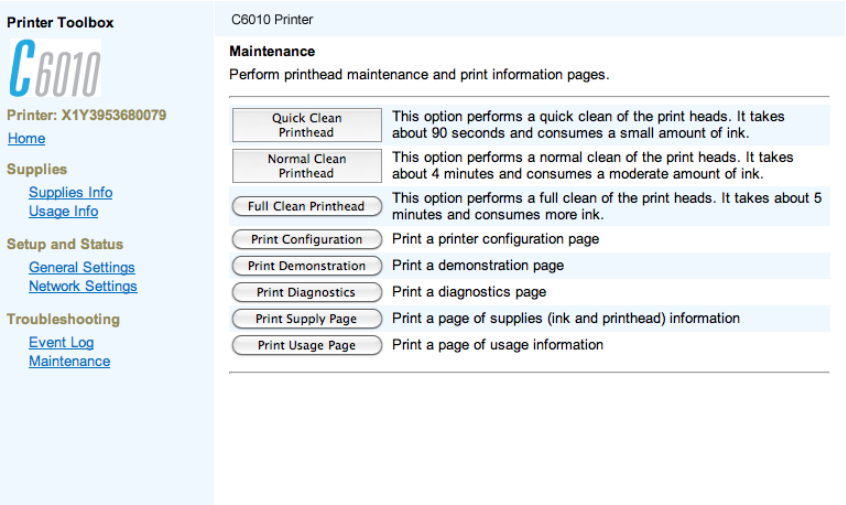
This window will list the last 100 events that have occurred. If you need to contact support personnel, you may be asked to open this window on your Mac.

To access the Event Log page from the Home Page, select **Event Log.**

Maintenance

The Maintenance page allows you to clean the printhead and print various diagnostic pages that can be useful in determining printer problems and helping to solve them.

To access the Maintenance page from the Home Page, select **Maintenance.**


Printer Toolbox
C6010
Printer: X1Y3953680079
Home
Supplies
Supplies Info
Usage Info
Setup and Status
General Settings
Network Settings
Troubleshooting
Event Log
Maintenance
C6010 Printer
Maintenance
Perform printhead maintenance and print information pages.
Quick Clean Printhead
This option performs a quick clean of the print heads. It takes about 90 seconds and consumes a small amount of ink.
Normal Clean Printhead
This option performs a normal clean of the print heads. It takes about 4 minutes and consumes a moderate amount of ink.
Full Clean Printhead
This option performs a full clean of the print heads. It takes about 5 minutes and consumes more ink.
Print Configuration
Print a printer configuration page
Print Demonstration
Print a demonstration page
Print Diagnostics
Print a diagnostics page
Print Supply Page
Print a page of supplies (ink and printhead) information
Print Usage Page
Print a page of usage information

For information on how and when to use the various Clean Printhead buttons, refer to Printhead cleaning using the Toolbox on page 76.

The remaining buttons shown above allow you to print much of the information contained in the previous screens.

C6010 maintenance

Your C6010 printer does not require any user intervention for routine maintenance. Maintenance is generally carried out in the background and is interrupted when printing. There is only one exception to this, when the printer enters an extended cleaning function. See Extended maintenance activity below.

If you find your printouts no longer match your expectations or do not look as good as they did when the printer was new, the section labelled Restoring print quality may be of help.

If necessary, you can set the printer back to its original configuration settings.

Extended maintenance activity

Not all automatic maintenance operations can be interrupted.

If your printer seemingly refuses to print and the power lamp is blinking, it may have entered an extended maintenance activity. Check your Mac screen for further information. When undergoing extended maintenance, the following Alert window will be displayed:

While this window is displayed, your printer will not acknowledge any Print commands. This may take a few minutes.

Printing will resume when maintenance is complete.

Restoring print quality

If your printouts start to display streaks or similar problems, your printhead may have accumulated paper dust, fibres or other contaminants from the paper during printing.

In this case you may need to carry out one or more printhead cleaning steps. There are four ways you can perform printhead cleaning:

- Using the Menu button on the printer.
- Using the Services tab in the printer driver Properties dialog box.
- Using the Toolbox application.
- Wiping your printhead.

Printhead cleaning via the Menu button

If you are next to the printer, you can clean the printhead using the Menu button.

To perform a manual printhead clean:

1. Press the Menu button, use the Up or Down button to select **Maintenance**, and then press the OK/Resume button.
2. Use the Up or Down button to select **Quick maintenance**. Press the OK/Resume button to start the cleaning process.
3. The printer will execute an initial printhead wipe sequence which should remove the cause of any streaking. Wait until the power lamp stops blinking and the **Ready** message appears on the LCD screen.

⚠ All cleaning operations consume ink. The more thorough the cleaning operation, the more ink is consumed. It is recommended you always print one or more test pages at this point.

4. If the problem persists, repeat step 1 within 10 minutes to initiate a more thorough printhead cleaning sequence, and then select **Normal maintenance**. Again, wait until the power lamp stops blinking and the **Ready** message appears on the LCD screen.
5. Print a test page to determine whether the problem has been resolved.
6. If the problem is still not resolved, you may repeat step 1 a final time (within 10 minutes) to initiate the most thorough cleaning operation available, and then select **Full maintenance**. Before issuing a test print, again wait until the power lamp stops blinking and the **Ready** message appears on the LCD screen.

⚠ If the problem persists, contact support personnel.

Printhead cleaning using Printer Properties Services tab

The Services tab in the printer driver Properties dialog box is furnished with a **Clean Printheads** button which, when clicked brings up the Clean Printheads dialog box with three buttons:

- Quick Clean Printhead.
- Normal Clean Printhead.
- Full Clean Printhead.

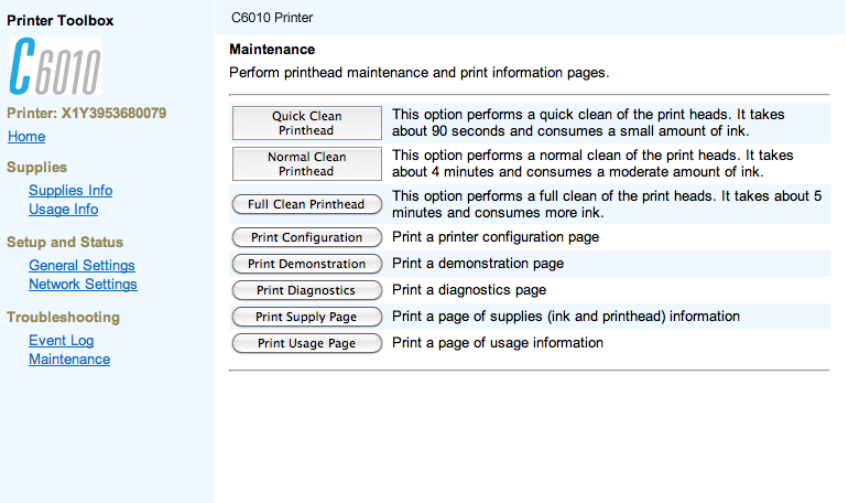
Each of these buttons performs a printhead cleaning operation as explained in the accompanying text in the Dialog box (see below).

These cleaning operations are analogous to those carried out by pressing the Menu button on the printer, as explained in Printhead cleaning via the Menu button on page 75.

⚠ All cleaning operations consume ink. The more thorough the cleaning operation, the more ink is consumed. When you need to clean the printhead, it is recommended that you:
* Always start with a Quick clean and progress from there
* Always print one or more test pages after each cleaning operation.

Printhead cleaning using the Toolbox

The Toolbox Maintenance page also provides three Clean Printhead buttons which are analogous in their operation to those appearing in the printer driver Services tab.


Printer Toolbox
C6010
Printer: X1Y3953680079
Home
Supplies
Supplies Info
Usage Info
Setup and Status
General Settings
Network Settings
Troubleshooting
Event Log
Maintenance
C6010 Printer
Maintenance
Perform printhead maintenance and print information pages.
Quick Clean Printhead
This option performs a quick clean of the print heads. It takes about 90 seconds and consumes a small amount of ink.
Normal Clean Printhead
This option performs a normal clean of the print heads. It takes about 4 minutes and consumes a moderate amount of ink.
Full Clean Printhead
This option performs a full clean of the print heads. It takes about 5 minutes and consumes more ink.
Print Configuration
Print a printer configuration page
Print Demonstration
Print a demonstration page
Print Diagnostics
Print a diagnostics page
Print Supply Page
Print a page of supplies (ink and printhead) information
Print Usage Page
Print a page of usage information

Wiping your printhead

Before wiping the printhead you will need:

- A clean, lint free cloth or similar
- Clean water

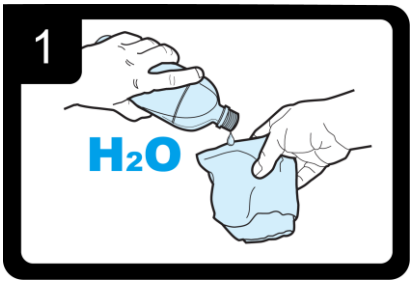
Suitable Cleaning Cloth

- Clean, lint free cloth
- Spectacle / glasses wipe
- Clean sponge (unused)
- Do not use – Toilet paper, newspaper, paper towels or cleaning wipes containing soap/chemicals/scents

Suitable Water

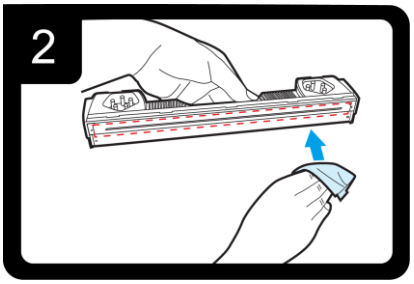
- Bottled drinking water (non carbonated)
- Clean tap water (cold or warm)
- Do not use – Mineral water, soap, chemicals or hot water

⚠ The cloth used to wipe the Printhead will get stained with ink and should be thrown away after use to avoid staining other items (eg clothes or furnishings).

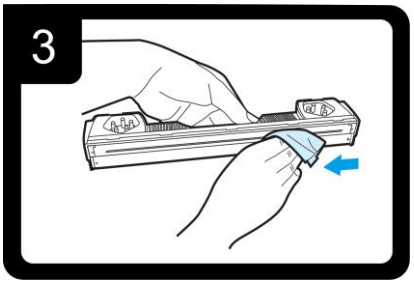


1. Source a clean, lint free cloth and moisten it with clean water. The cloth should not be dripping wet.

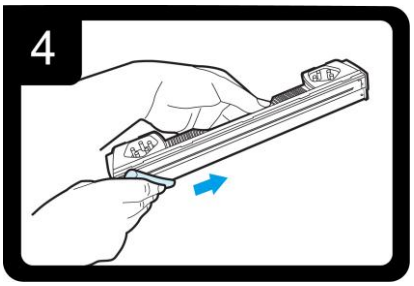
   Remove the printhead from the printer as described in Replacing the printhead cartridge on page 83.



2. Hold the printhead facing down as shown in the diagram.



3. Using a clean, moist lint free cloth, gently wipe the printhead along the direction of the nozzles.



4. Using another clean area on the cloth, gently wipe the printhead in the opposite direction.

   Reinsert the printhead into the printer as described in Installing the printhead cartridge on page 24.

   Dispose of cloth and thoroughly wash hands.

⚠ To avoid degradation of print quality:

* Hold the printhead cartridge only by the handles.
* Avoid touching the unprotected ink couplings, printhead nozzle surface or electrical contacts.
* Avoid wetting the electrical contacts.
* Do not place the unprotected cartridge on any surface prior to installation in the printer.

Resetting original configuration settings

Factory default printer settings

If, for any reason, you need to reset the printer settings back to their factory defaults, press the Menu button on your printer's Control Panel, use the Up or Down button to select **Reset defaults**, and then press the OK/Resume button. Press the OK/Resume button again to confirm.

A number of setup parameters in your printer will change, including:

- Language
- IP Configuration.

Factory default printer driver settings

If the layout of your printouts do not match your expectations, resetting the printer driver options back to their original, default settings may solve the problem.

To reset your printer driver to the original, factory default options installed when you first set up your printer:

1. With a document open, choose **File** > **Print**.
2. Click on the **Presets** arrow.
3. Select **Standard** from the pop-up menu.

The next time you issue a print command to your C6010 printer the original setting configured during initial setup will be used.

Supplies and accessories

This section contains information about:

- paper, inks and other consumables that are suitable for your C6010 printer.
- how to replace consumables.
- how to care for them to get the best out of your printer.

⚠ For information on sourcing new ink tanks or printheads, contact your supplier.

Paper

Your C6010 printer is a plain-paper printer. The paper that you print on directly affects the quality of the output. Choosing paper that is compatible with your C6010 printer and using the right paper for each job, are key to achieving the best quality results.

For good results paper should always be in good condition when used in your printer. Do not use the paper if the sheets are in poor condition. Do not use the paper if it is:

- moist.
- dusty (has surface or edge dust).
- folded, curled or wrinkled to any extent.
- out of shape.
- perforated, torn or hole-punched.
- has staples in it.

⚠ **Some types of paper *must not be used* on your C6010 printer, as their use may damage the printhead and render your printer unusable. See Choosing the right paper on page 81.**

• Choosing the right paper

Use one of the recommended paper types listed above. If you need to use different paper, contact the supplier of your C6010 printer.

Paper types not recommended

Treated paper is not recommended for use in your printer. Do not use paper that is:

- carbon backed
- textured
- used for iron-on or cold-water transfer
- pressure or heat sensitive
- covered with adhesive

Specific types of paper that ***must not be used*** are:

- envelopes
- non-microporous photo papers
- coated laser paper
- transparencies

If in doubt, contact the supplier of your C6010 printer.

Paper for two-sided printing and Booklets

Manual duplexing or Booklet printing is best used with text and light color applications.

Not all paper can be used for double-sided printing. Specifically, paper that has a preferred or specially prepared side will generally be unsuitable.

For successful duplex printing the first side of the printed sheet should be dry, and the sheet must be very flat when re-loaded into the paper tray to ensure the second side is printed correctly. Curled or cockled paper will cause misfeeds.

Try printing a small sample. If the result is not up to expectations, try printing on heavier grade or higher quality paper.

• Paper storage and handling

Storage and handling are very important in maintaining your paper in top condition to produce the best quality output. Common recommendations are listed below, but your particular location may require further considerations.

- Store all paper flat. Curled or bent paper can cause misfeeds.
- Store paper in a cool, dark location with low humidity. Light and UV radiation can damage paper.
- Keep paper wrapped prior to installing in printer to prevent dust from contaminating the surface. If paper came in a re-sealable container, re-insert unused paper in the container when you have finished, and seal it, for protection.

Ink

You must use only C6010-compatible ink in your C6010 printer. C6010 ink cartridges carry information about the ink they hold. This information is used by the printer to optimise printing on various paper types.

Sourcing new ink

Contact your supplier to source new ink tanks.

Ink storage and handling

C6010 inks do not require special storage and handling. Common recommendations are listed below, but your particular location may require further considerations.

- Do not expose ink to freezing 0 ºC (32 ºF) temperatures.
- Do not expose ink to temperatures higher than 60 ºC (140 ºF).
- Do not drop ink tanks.
- Allow ink to acclimatise to ambient temperature before using in your printer.

Replacing ink tanks

New ink tanks may be supplied in a blister pack as shown in the Ink tanks section on page 14 or in individual ink tank packaging.

⚠ You do not need to switch off your printer to replace ink cartridges.

To replace the ink tanks in your printer:

1. Ensure all Print commands have terminated and the printer is idle.
2. Lift the ink tank access cover and the four ink tank covers to reveal the ink tanks in their slots (see the printer Internal view on page 12).
3. Carefully remove the ink tanks from their slots.

⚠ DO NOT switch off your printer if any of your ink tanks have been removed. Doing so may compromise ink delivery in your printer.

4. Follow the instructions in Installing the ink tanks on page 18 from step 2.

⚠ Always consider the environment when disposing of ink tanks. Follow your supplier instructions to ensure you are conforming to local regulations.

Printhead cartridge

Your C6010 printhead cartridge is a delicate micro-electrical-mechanical device and should be treated with due care to avoid degradation of print quality.

Sourcing new printhead cartridges

Contact your supplier to source new printhead cartridges.

• Printhead cartridge storage and handling

Once installed, your printhead cartridge should remain in the printer. Removing the printhead cartridge is not recommended, even while transporting the printer.

If you need to remove the printhead cartridge and store it for any specific reason, protect the printhead cartridge at all times from contamination by air-borne or surface contaminants such as dust or fibres.

When handling a printhead cartridge, hold the printhead cartridge only by the handles and do not touch the ink couplings, the printhead nozzle surface or the electrical contacts.

- Always store printhead cartridges horizontally, never on end.
- Do not expose printhead cartridges to freezing (0 ºC – 32 ºF) temperatures.
- Do not expose printhead cartridges to temperatures higher than 60 ºC (140 ºF).
- Allow printhead cartridges to acclimatise to ambient temperature before using in your printer.

• Replacing the printhead cartridge

Your new printhead cartridge will be delivered packaged as shown in the Printhead cartridge section on page 13.

⚠ You do not need to switch off your printer to replace the printhead cartridge.

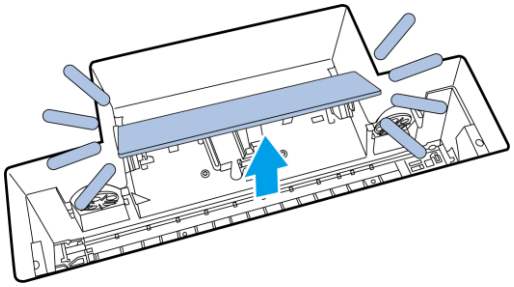
To replace the printhead cartridge in your printer:

1. Ensure all Print commands have terminated and the printer is switched on and idle and your ink tanks are installed properly.

⚠ DO NOT replace the prithead cartridge when any of the ink tanks have been removed. Always ensure all the ink tanks are installed before doing so. Failure to do so may compromise ink delivery in your printer.

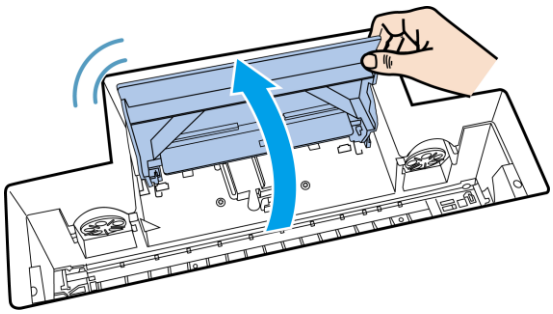
2. Lift the printhead cover.
3. Press the Menu button, use the Up or Down button to select **Print head**, and then press the OK/Resume button.
4. Use the Up or Down button to select **Remove print head**, and then press the OK/Resume button.

5. Press the OK/Resume button again to confirm. This will open the printhead latch automatically.



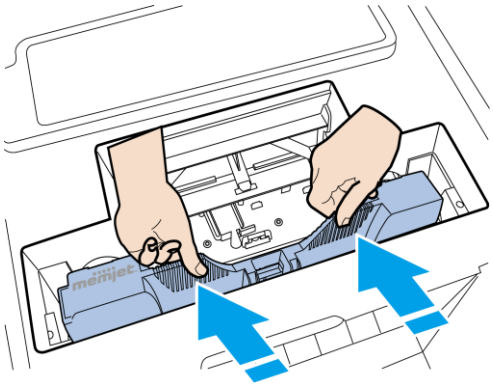
⚠ If the printhead latch cannot be released automatically as described, contact support personnel. DO NOT attempt to release the printhead latch in any other manner by yourself.

6. Rotate and lift the printhead latch as shown to reveal the printhead cartridge.

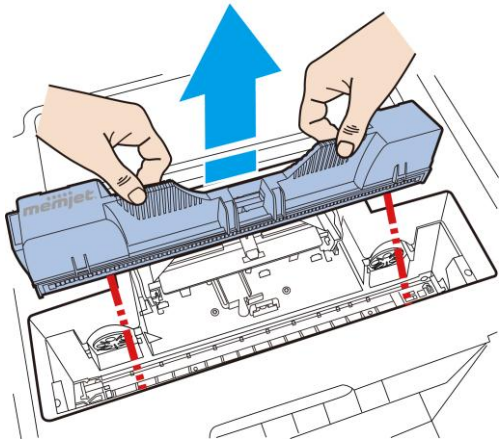


⚠ Always lift the printhead latch as far as possible. It should be vertical when fully opened.

7. Grasp the printhead cartridge by the handles and rotate the printhead cartridge towards the latch to disengage it, as shown.



8. Gently lift the printhead cartridge away from the printer as shown.
Lift until the old printhead cartridge is clear of the printer. If you have kept the protective cover (see the Printhead cartridge section on page 13), use it to cover the old printhead cartridge, as there is always a chance some ink will remain in the printhead cartridge.



9. Insert the new printhead cartridge following the instructions contained in the Installing the printhead cartridge cartridge section on page 24.

⚠ Always consider the environment when disposing of printhead cartridges. Follow your supplier instructions to ensure you are conforming to local regulations.

Troubleshooting

This section contains a set of error conditions you may experience in various situations, and suggestions for how to deal with such errors.

Should the suggestions found in this section not fix the problems you may be encountering, contact support personnel.

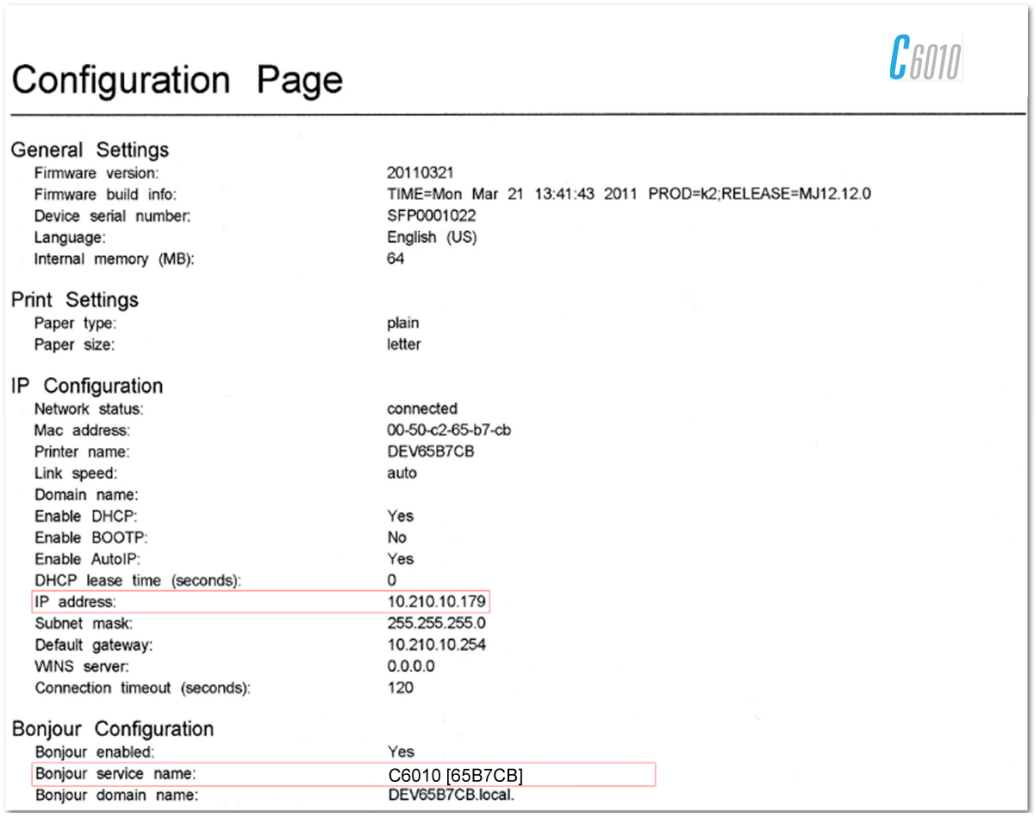
Identifying your printer

Once a number of C6010 printers have been installed on a network, or if you have more than one USB-connected printer, uniquely identifying a printer will become mandatory when reporting issues or updating firmware.

To identify a printer:

1. Ensure there are no lamps lit on the printer Control Panel other than the On/Off button, and that the On/Off button is lit and steady.
2. Ensure there are papers in the paper tray.
3. Press and hold down the OK/Resume button on the Control Panel for over 5 seconds, or until the Power On/Off button starts flashing.

   A number of pages will be printed, of which the first will look similar to the one displayed below:



Configuration Page

C6010

General Settings

Firmware version:	20110321
Firmware build info:	TIME=Mon Mar 21 13:41:43 2011 PROD=k2;RELEASE=MJ12.12.0
Device serial number:	SFP0001022
Language:	English (US)
Internal memory (MB):	64

Print Settings

Paper type:	plain
Paper size:	letter

IP Configuration

Network status:	connected
Mac address:	00-50-c2-65-b7-cb
Printer name:	DEV65B7CB
Link speed:	auto
Domain name:	
Enable DHCP:	Yes
Enable BOOTP:	No
Enable AutoIP:	Yes
DHCP lease time (seconds):	0
IP address:	10.210.10.179
Subnet mask:	255.255.255.0
Default gateway:	10.210.10.254
WINS server:	0.0.0.0
Connection timeout (seconds):	120

Bonjour Configuration

Bonjour enabled:	Yes
Bonjour service name:	C6010 [65B7CB]
Bonjour domain name:	DEV65B7CB.local.

You will find both **Device serial number** and **IP address** on this page, which will identify that printer uniquely.

• Initial checks

You should always attempt to fix any problems that may arise. This section lays out a suggested checklist you should perform before contacting support personnel. Check that:

- The power cord is properly connected to the power socket on your printer and the mains power. And the printer is switched on. The printer power lamp should be lit and steady.
- The interface cable (USB or Ethernet) is inserted properly in the printer. For a USB cable, also check that it is connected securely to your Mac.
- The printer power lamp should be lit and steady.
  - If the power lamp is blinking, the printer may be busy. Check your Mac screen for a message explaining what it is doing.
- When the printer is idle, the **Ready** message should be displayed on the screen.
  - If an **ink low** message is displayed on the LCD screen, it indicates low ink levels. You may continue to print but you should replace relevant ink tanks, as they are empty.
  - If an **Out of ink** message is displayed on the LCD screen, it indicates out-of-ink conditions or missing ink tanks. The printer will not function until you replace those ink tanks.
  - If a **Paper jam** message is displayed on the LCD screen, it indicates a paper jam. See Paper jam on page 60.
- There is paper in the paper tray; it is clean and inserted with the print side facing down.

If the above checks did not solve your problem, see below.

• Printer installation problems

Installation of your C6010 printer should be trouble-free and simple, if you follow the directions given in section Setting up your C6010 printer on page 16.

The few issues listed below comprise some simple errors that may arise which you can fix on your own.

For all other errors, contact support personnel.

Cannot install USB printer

If you cannot see your USB printer displayed in the Printer pane of the Print & Fax window when installing your first USB printer:

- your C6010 printer firmware may not have been updated.
- you may have a faulty USB cable.

To fix this:

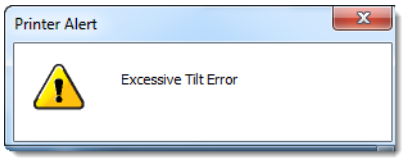
1. Check that your USB cable is connected and that the C6010 printer is switched on.
2. Check that the power lamp on the Control Panel of your printer is lit and not flashing.

3. Install the printer drivers again (see Installing drivers on your Mac on page 29).

If you still can't see your USB printer, contact support personnel.

Excessive tilting of printer

Your printer is meant to be installed on a flat, level surface. Should the surface on which the printer is sitting not be level, the following Alert window will appear on your Mac when you attempt to print:



The **Tilt error** message will also appear on your printer's LCD screen.

You must clear this error before you can do any more printing.

To clear this error, re-locate your printer onto a firm, level surface and wait for the recovery operations to take place automatically. Once the printer has recovered, the warning messages will disappear, and your print job will be carried out.

Test page does not print

This applies specifically to networked printers.

If you have set up your C6010 printer using a specific IP address (see Using IP address on page 38), and your Test page does not print, the most likely cause is an incorrect IP address during installation.

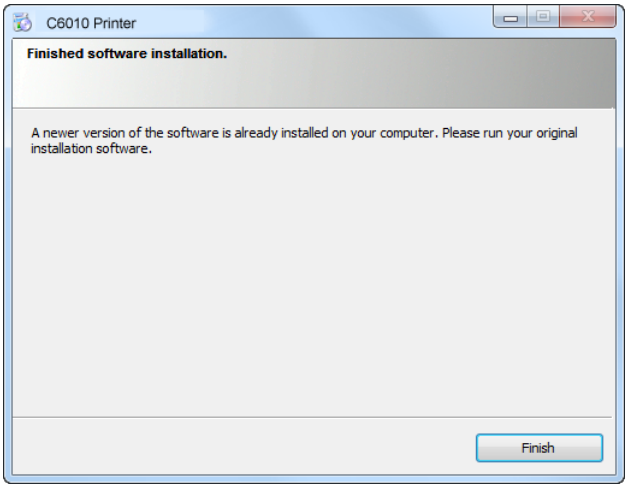
Uninstall the printer (see Removing old printers on page 28), and then re-install it using the correct IP address.

Check that your Test Page prints correctly.

Installing older software

⚠ Installing an earlier version of the C6010 printer driver on your Mac is not recommended. If you need to install an older version of the C6010 printer driver, contact support personnel.

You will be prevented from installing an earlier version of the C6010 printer driver software. If you attempt to do so, the following dialog box will be displayed.


C6010 Printer
Finished software installation.
A newer version of the software is already installed on your computer. Please run your original installation software.
Finish

Clicking on **Finish** will return you to the initial installation dialog box.

Printing problems

The most common printer problems are covered in the Common printer messages and alerts section on page 58. This section covers other issues that may arise in the course of operating your C6010 printer.

Paper picking problems

The most common causes of paper picking problems are:

- Paper sheets sticking together.
- Paper dust.
- Single-sided paper loaded into the printer tray the wrong way up.

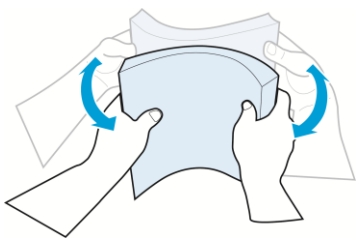
In all cases you will need to re-load papers to your paper tray.

Re-loading paper

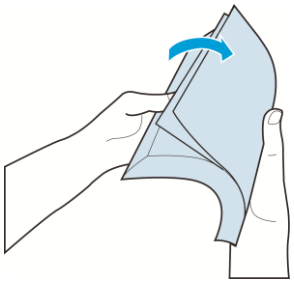
Paper reams can sometimes have adjacent sheets sticking together at the edges. Similarly, paper dust may be present and noticeable on sheet edges or surfaces. These issues may give rise to mis-picking.

To minimise mis-picking, re-load the paper tray following these directions:

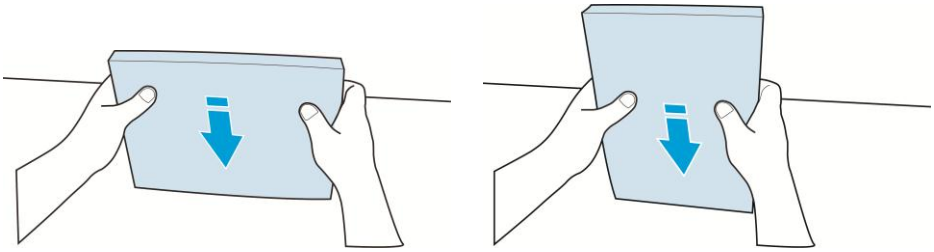
- Flex the sheets back and forth to loosen them and break any sheet bonding



- Fan them a few times to ensure sheets are free (do not crease the paper).



- Remove any obvious loose paper dust from surfaces or edges of the sheets
- Align the edges of the sheets on a level surface before insertion into the paper tray.



⚠ The paper tray should be kept clean for optimum printer performance.

Loading single-sided paper

Single-sided paper has a specially treated side, to improve print quality. These specially prepared single-sided papers must be inserted into the paper tray with the treated (or print-ready) side facing down. If you are using this type of paper, check that the paper tray is loaded correctly. Incorrect loading is a common cause of mis-picking.

Paper jams due to paper curl

When printing heavy graphics, the speed of your C6010 printer may cause the paper to curl in the output tray of your printer. This curl may cause a paper jam in the output tray. To minimise the chance of this occurring:

- Use recommended paper types to minimise curl. Heavy graphics usually requires higher quality paper.
- Remove the sheets from the output tray more often if curl is still a problem.
- Make sure the side access door is firmly closed.

Can no longer print to a networked printer

If you can no longer print to a networked printer, the most probable cause is that the IP address of the printer cannot be reached by the printer driver.

See your Network Administrator to resolve the issue in accordance with your network's access and security policies.

Print options greyed out

If your networked printer has been installed to run as a Service from a print Server in your organization, all the following features will be greyed out:

- My Print Settings.
- Custom Sizes.
- Custom Watermark.

These features require the user to have write access to the host system's Windows Registry, and this is generally not available to clients on Servers.

Cannot access Toolbox Home Page

If you have tried to access the Toolbox Home Page and failed, the most common reason is that the printer is switched off.

To fix this problem switch the printer back on and try again.

If you are still having problems, and you are using a networked printer, contact support personnel and inform them of the problem.

Toolbox links are not working

The Toolbox pages contain several hyperlinks, all of which require JavaScript to be enabled on your default browser. Generally most Web browsers are set up with JavaScript enabled.

If you have linked to a C6010 printer as a service from a Windows 2003 or 2008 Server, and you find you cannot jump to other Toolbox pages other than the Home Page, a likely cause is that the Server has restricted access to JavaScript.

Contact support personnel and inform them of the problem.

Printer slows down between pages

Your C6010 printer will always print a page at its rated speed, from start of page to end of page. If you see your printer slowing down between pages the most likely cause is slow delivery of data to your printer.

For some documents your computer may not be able to generate the data stream quickly enough to drive your C6010 printer at its rated speed. Some applications render documents in such a way that even simple-looking documents may generate a large amount of data. Low-end computers may be particularly subject to this issue.

Similarly, delivering that data stream to your C6010 printer can require considerable bandwidth, and a slow or overloaded network connection may give rise to similar symptoms.

⚠ If you are printing to a local C6010 printer, make sure it is connected via a USB 2.0 (Hi-speed) connection.

Error/operational status messages

This section lists all the status messages that you can encounter when using your C6010 printer.

Status messages can be conveyed both through the LCD screen on the Control Panel of your C6010 printer and through Alert windows on your Mac screen. In some situations both avenues are used together. See Common printer messages and alerts on page 58 for some examples.

Status messages on your printer's LCD screen

As mentioned elsewhere, the Power lamp is:

- ON and steady when the printer is ready to operate.
- BLINKING when the printer is busy.
- OFF only when the printer is off.

Information conveyed by status messages shown on your printer's LCD screen is covered in the following table, and classified into one of three types of message:

- User Intervention required – operational status reached requiring your intervention.
- Warning – recoverable error state requiring your intervention.
- Fatal error – if you encounter these errors, contact support personnel.

Message Type	Message on the LCD screen
User Intervention Required (User action required to resume printing)	Paper jam
	Paper out
	Ink low
	Out of Ink/Invalid or missing ink supply
	Input Manual Feed
	Duplex print
Warning (User intervention can recover from these errors)	Jam recovery door open
	Tilt error
	Latch open
	Invalid or missing print head
	Incompatible print head
Fatal Error	Printer error, contact service.
	Invalid firmware
	Sump full warning

Alert windows status messages

Messages listed in the following table are displayed by the C6010 printer driver on your Mac screen as a small popup window, called an Alert window.

Such messages are intended to help you understand the nature of the problem. This table lists all Alert window messages and suggests what action you can or should take. Should the suggested course of action not have the desired effect, contact support personnel.

⚠ Alert windows carrying critical alerts will not close until you choose to close them and, if closed, may re-appear at the next print action if the error has not been fixed.

Message text	Suggested action
Cleaning in Progress	Wait until the message disappears. The printer will not respond until cleaning has completed.
Black Ink Low	Replace with full ink tank.
Cyan Ink Low	Replace with full ink tank.
Magenta Ink Low	Replace with full ink tank.
Yellow Ink Low	Replace with full ink tank.
Multiple Inks Low	Replace with full ink tank.
Black Ink Out	Replace with full ink tank.
Cyan Ink Out	Replace with full ink tank.
Magenta Ink Out	Replace with full ink tank.
Yellow Ink Out	Replace with full ink tank.
Multiple Ink Tanks Out	Replace with full ink tanks.
Incorrect Cyan Ink Tank	Remove ink tank, clean electrical contacts and re-seat it.
Incorrect Yellow Ink Tank	Remove ink tank, clean electrical contacts and re-seat it.
Incorrect Magenta Ink Tank	Remove ink tank, clean electrical contacts and re-seat it.
Incorrect Black Ink Tank	Remove ink tank, clean electrical contacts and re-seat it.
Unauthorized Cyan Ink Tank Installed	Remove ink tank, clean electrical contacts and re-seat it.
Unauthorized Yellow Ink Tank Installed	Remove ink tank, clean electrical contacts and re-seat it.
Unauthorized Magenta Ink Tank Installed	Remove ink tank, clean electrical contacts and re-seat it.
Unauthorized Black Ink Tank Installed	Remove ink tank, clean electrical contacts and re-seat it.
Multiple Unauthorized Ink Tanks Installed	Remove ink tank, clean electrical contacts and re-seat it.
The Black Ink Tank is missing.	Insert or re-seat the ink tank. Ensure electrical contacts are clean.
The Cyan Ink Tank is missing.	Insert or re-seat the ink tank. Ensure electrical contacts are clean.
The Magenta Ink Tank is missing.	Insert or re-seat the ink tank. Ensure electrical contacts are clean.
The Yellow Ink Tank is missing.	Insert or re-seat the ink tank. Ensure electrical contacts are clean.
Multiple Ink Tanks are missing.	Insert or re-seat the ink tanks. Ensure electrical contacts are clean.
Printhead Latch Open	Close printhead latch – ensure printhead has been inserted properly.
Side Access Door Open	Close the side access door.
Excessive Tilt Error	Your printer will not function until it is placed on a flat, level surface.
Ink Sump Almost Full	Your printer is nearing its end-of-life. Contact support personnel.
Ink Sump Full	Your printer may have reached its end-of-life. Contact support personnel.
Load Paper	Load paper into the paper tray.
Incompatible Printhead	Your printer driver software may require updating.
Missing Printhead	Remove and re-insert your printhead – contact support personnel for directions.
Unauthorized Printhead	Remove and re-insert your printhead – contact support personnel for directions.
Paper Jam	Remove cause of paper jam.
Mechanical Jam	Power down your printer by pressing the Power On/Off button. If error persists on power-up, contact support personnel.

• Specifications

⚠ Specifications are subject to change without prior notice.

Printing

Speed	Normal: 60 ppm (1600 x 800 dpi)[1] Best: 30 ppm (1600 x 1600 dpi)
Printhead Cartridge	OST5.1 print head (user replaceable)
Print pipeline hardware	Single OmniPEC
Max dot rate	774 million dots/sec
Single / double sided printing	Single sided (simplex) Manual (SW duplex)

Software

Supported Windows Operating Systems [2]	Hybrid Host Based Driver supports popular Windows™ and Mac™ operating systems.
SNMP	SNMPv2c
Fonts	Page rendering using host computer fonts

Hardware

CPU	Two 32-bit ARM processors
RAM	64 MB SDRAM

Printer Connectivity

USB	USB 2.0 Hi speed with type B connector
USB (Device)	1 × Device port for host connection
LAN (wired)	100 Base – TX Ethernet 100 (802.3 u)

User Interface

Input/Output/ Toolbox	Status information via printer driver Embedded web server Mac and Windows tool box Full MS certification
Front Panel	2 line LCD Graphic type Panel with language customization. Power on, Menu, Menu Up/Down, Resume, Job Cancel buttons

Ink and Paper

Ink tanks	4 ink tanks - CMYK 50ml per tank (color), single 100ml (black) Refillable through OEM authorized refill systems
Ink	Dye based
Ink dry time	Less than 1 second Paper dry to the touch before leaving printer
Ink replenishment	Individual ink tank replacement
Paper sizes	Tray1: A4, US Letter and US Legal Tray 2: 6” x 4” to US Legal
Paper types	Plain paper, glossy and matte microporous coated inkjet paper
Paper weight	Tray 1: 70 to 120 gsm (19 lb to 32 lb) Tray 2: 70 to 240 gsm (19 lb to 75 lb)
Paper tray	Tray 1: 250 sheets 70 gsm (19 lb) Tray 2: 20 sheets 70 gsm (19lb)
Output paper tray	125 sheets Face-up, correct order

*Based on normal office printing.

Environmental

Operational	
Temperature	15 °C to 30 °C (59 °F to 86 °F) Recommended. 10°C to 35 °C (50 °F to 95 °F) Max. Operational performance is not guaranteed
Humidity	20 % to 80 % RH non-condensing
Atmospheric pressure	70 kPa to 106 kPa
Storage and Shipping	
Temperature	-25°C to 50°C (-13 °F to 122°F) (Short term up to 3 weeks.) +5°C to +35°C (+41°F to 95° F) (Long Term).
Humidity	5 % to 95 % RH non-condensing
Atmospheric pressure	70 kPa to 106 kPa

Other

Power Consumption	110 VAC/60 Hz	220 VAC/50 Hz
	OFF: <0.5 W Idle: 6.1 W Printing: 40 W*	OFF: <0.5 W Idle: 6.1 W Printing: 40 W*
Power Supply	External power adaptor 110-240 VAC 50/60 Hz 120 Watts	
Weight	12.8 kg (17 kg with packing)	
Dimensions	542 w x 265 h x 455 d (mm)	

[1] ⚠ Document content, specific application printing techniques, lower end computers and network bandwidth limitations may all prevent maximum print speed from being achieved.

[2] ⚠ All Host Operating Systems should be updated to the latest Service Pack unless otherwise specified. JavaScript must be enabled in your browser.

Appendices

Relocating your C6010 printer

Once your printer is set up and working to your satisfaction, you should not move it but leave it connected and switched on for best performance.

If you need to move it to another location in the house or in your office, read the section labelled Local relocation below.

If you need to relocate it to a different building or office, read the section titled Remote relocation on page 96.

Local relocation

Transporting the printer from one room to another in the house or to another office at work is considered a local relocation. Local relocation does not normally require that the printer be re-packaged before transportation.

To minimise the chance of ink leakage due to incorrect handling, your printer must be placed in 'transport mode' before relocation. This requires you to switch off the printer as set out below:

1. To place your printer in 'transport mode':
    1. When the printer is idle and the **Ready** message is displayed on the LCD screen, press the Menu button.
    2. Use the Up or Down button to select **Transport mode**, and then press the OK/Resume button.
    3. Press the OK/Resume button again to confirm. The power lamp begins to blink and the **Transport mode Setting...** message appears on the LCD screen.
    4. Wait until the power lamp stop blinking and the printer is powered off. Your printer is now in 'transport mode'.
2. Disconnect the power cable from the wall socket.

⚠ DO NOT switch off the power at the power outlet or remove the power cable before the power lamp has ceased blinking. Failure to do so may damage your printer.

3. Disconnect the USB or Ethernet cable from your printer.
4. Lift the printer keeping it as level as possible while doing so. It is recommended that two people are used to lift and move the printer, as this makes it easier to keep the printer level.

⚠ The printer should remain level at all times during relocation or storage. Failure to do so may cause the printer to leak ink.

5. Take care to avoid bumping the printer during the move.
6. When re-installing the printer in the new location, select the location as set out in the Locating your printer section on page 18.

Remote relocation

When transporting your C6010 printer to a remote location, your printer will need to be re-packaged.

To minimise the chance of ink leakage due to incorrect handling, your printer must be placed in 'transport mode' before repackaging. This requires you to switch off the printer as set out below:

1. To place your printer in 'transport mode', see page 95.
2. To repackage your printer:
    1. Make sure the printer is in 'transport mode' and powered off before disconnecting the power cable from the wall socket.

⚠ DO NOT switch off the power at the power outlet or remove the power cable before the power lamp has ceased blinking. Failure to do so may damage your printer.

    2. Disconnect the USB or Ethernet cable from your printer.
    3. Prepare the original packing material (in which the printer was packaged when new).
    4. Remove the ink tanks from the printer, watching out for spills or stains.
    5. Wrap each ink tank in clean, lint-free absorbent material and place them in a sealed plastic bag as a precaution against any spillages during transport.

⚠ DO NOT remove the printhead before re-packaging the printer. The printhead is best left in the printer during transport.

    6. Empty Tray 1 and re-insert the paper picker stay (see Removing the paper picker on page 17) to secure the paper picking mechanism for transport.
    7. Re-package the printer in the original packaging material, keeping the printer level at all times. See Repackaging your printer in the Appendices on page 98.
    8. Ensure transport labels on the exterior box clearly indicate that the box is to be kept level at all times.

⚠ The printer should remain level at all times during transportation and storage. Failure to do so may cause the printer to leak ink.

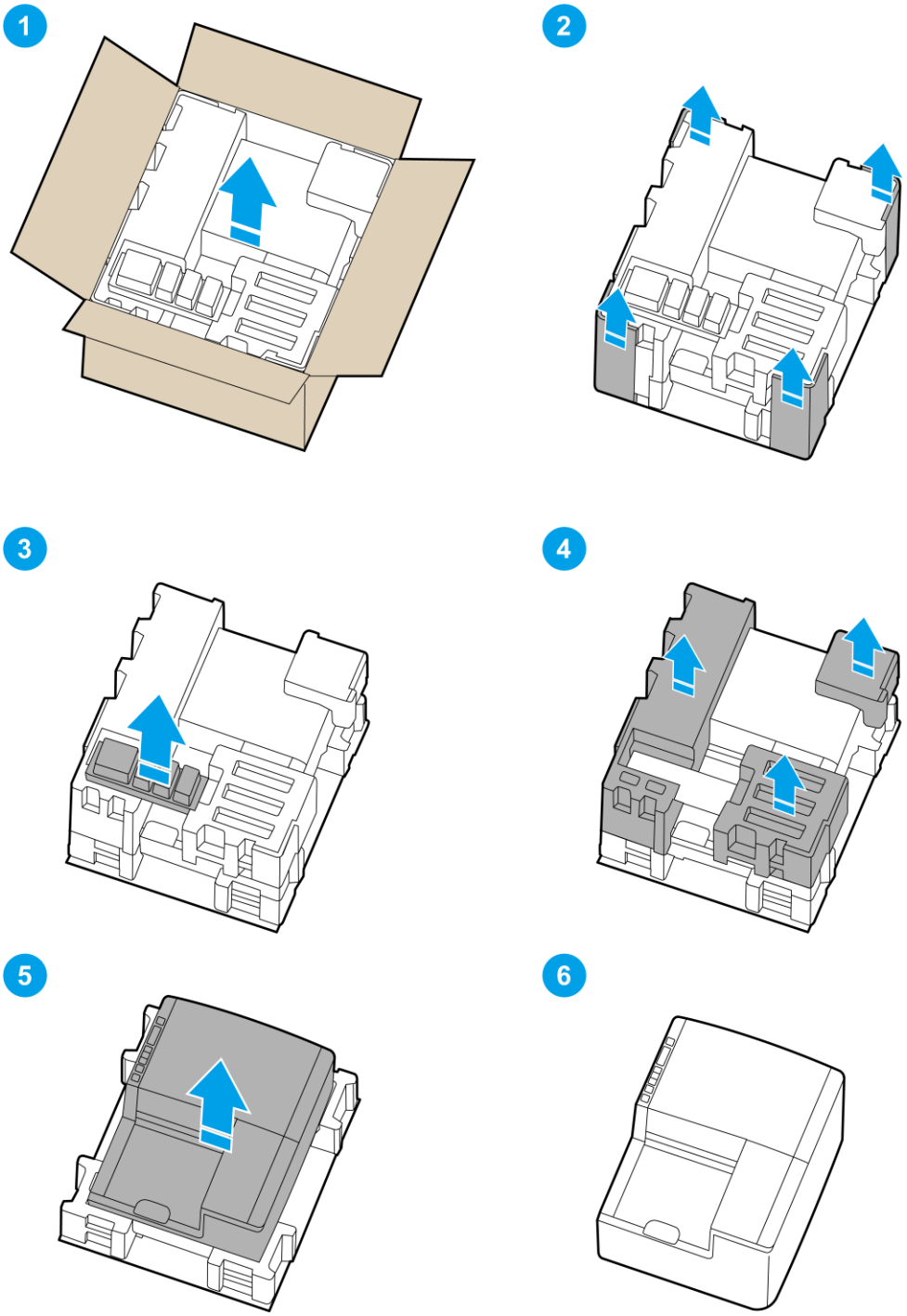
When re-installing at the new location, ensure there is sufficient free space around the printer and that it is placed on a flat, level surface, as set out in the Locating your printer section on page 18.

⚠ For environmental requirements during storage and shipping, refer to Specifications on page 94.

Unpacking your printer

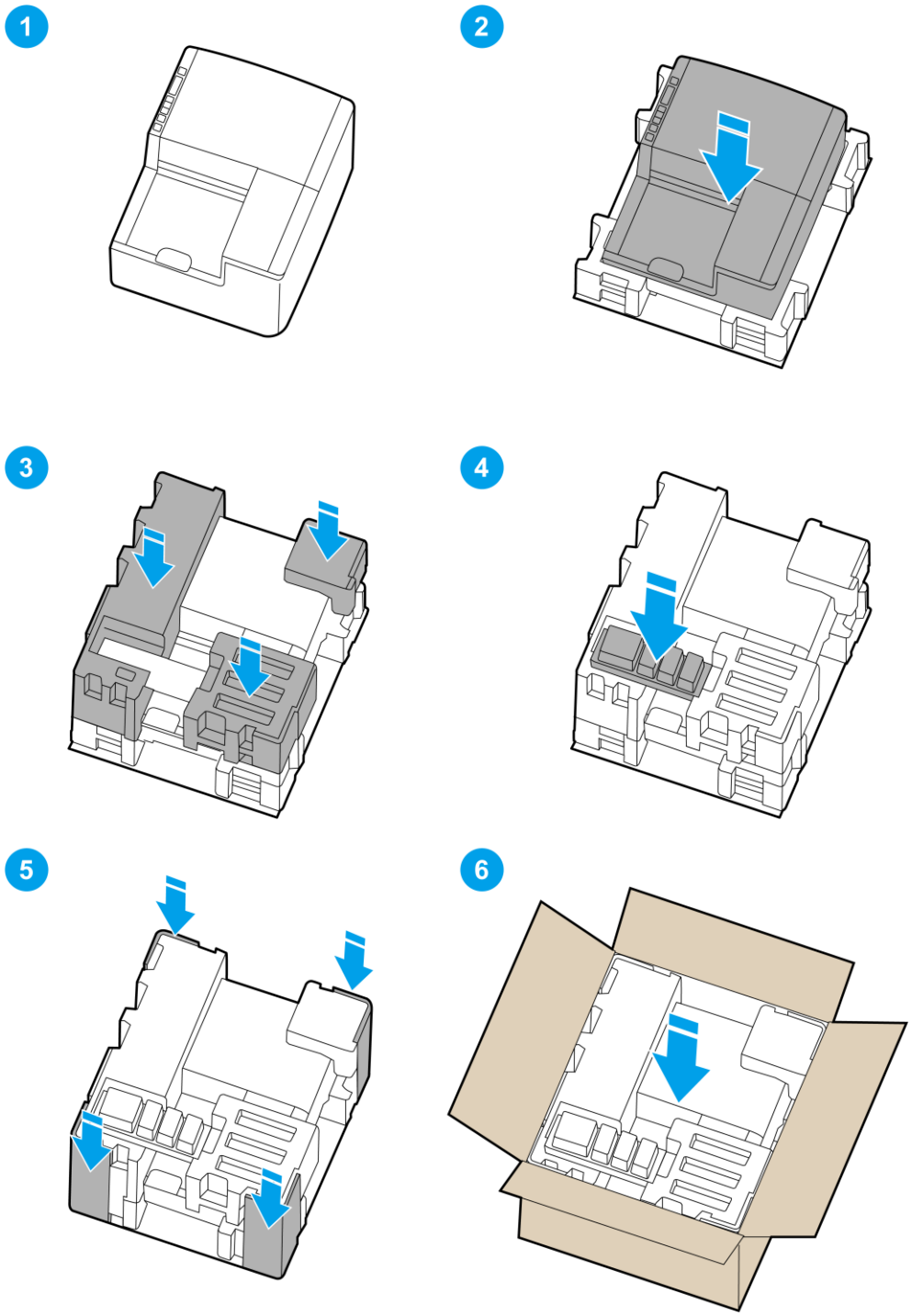
This section provides a simple visual guide to unpacking your new C6010 printer.

See Setting up your C6010 printer on page 16 for detailed information on how to proceed after unpacking.



Repackaging your printer

This section provides a simple visual guide to repackaging your printer for transport, as discussed in Remote relocation on page 96.



Notices and Regulatory statements

FCC Compliance

FCC COMPLIANCE STATEMENT:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

INFORMATION TO USER:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one more of the following measures:

-. Reorient or relocate the receiving antenna.
-. Increase the separation between the equipment and receiver.
-. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
-. Consult the dealer or an experienced radio/TV technician for help.

CAUTION:

Any changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment

Canadian DOC Regulations:

Complies with Canadian EMC Class B requirements

• Consumables

Part Number	Consumable Description
10002597	C6000 series Printhead
10002601	C6000 Black Ink Tank
10002602	C6000 Cyan Ink Tank
10002603	C6000 Magenta Ink Tank
10002604	C6000 Yellow Ink Tank
10002605	C6000 Rainbow Pack New Tanks (C, M, Y, K)

• Memjet Support

In North America:
Memjet Home and Office, Inc
1001 South Bridgeway Place
Eagle, Idaho 83616

In Europe:
Memjet Operations, Ltd (dba Vandini, Ltd)
Fitzwilliam Square
Dublin 2, Ireland

World Wide Web URL - Printer drivers, updated printer software, plus product and support information may be obtained from the following URLs:
http://www.C6000series.com